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| **Job Title:** | Assistant Catering Supervisor sessional |
| **Department:** | Commercial |
| **Responsible to:** | Catering and Commercial Manager |
| **Responsible for:** | Catering Assistants & Volunteers |
| **Salary:** | £11.47 per hour |
| **Hours:** | Flexibility required to include weekend and bank holiday working |
| **Tenure:** | Sessional – zero hours |
| **Location:** | Westport Lake Visitor Centre |

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| **Background information (job title)**  Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 46 county Wildlife Trusts throughout the UK and are supported by over 19,000 members.  In addition, we have the trading company which looks after the trading side of our business. This includes cafés at The Wolseley Centre and Westport Lake Visitor Centre, charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.  The Trust owns or manages 43 nature reserves covering an area of over 1947 hectares. Our 140 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into four departments: Conservation Delivery, Engagement, Activism & Marketing, Finance, Fundraising & Resources, HR & Support Services. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers and administration.  In addition, we have a Commercial department under our trading company which looks after retail and cafes. This includes our cafés at The Wolseley Centre and Westport Lake Visitor Centre. We have charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.  We are welcoming. One of the core values of Staffordshire Wildlife Trust is that we nurture a culture of equality, inclusivity and diversity. We are welcoming to those underrepresented in our communities and we strive to listen, learn and share from each other.  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies> Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| **Job Purpose:** |
| To assist the Westport Lake Visitor Centre Supervisor (and deputise in their absence) in the day-to-day food & beverage operations at Westport Lake Cafe & Visitor Centre, whilst maximising the revenue capacity of this facility.  To ensure the Visitor Centre & Facilities are accessible to all users and high standards are adhered to throughout. |

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| **Responsibilities:** |
| 1. To help ensure the Café & Visitor Centre are fully operational during the designated hours of business and the premises is secured thereafter. 2. To support the supervisor and oversee the operation in their absence, in leading a team of catering assistants, to provide a high standard of food & beverage delivery. Including, on the job training, completing and maintaining relevant training and safety records. 3. To help ensure a high standard of cleanliness and hygiene are maintained in the front of house aspects of the visitor centre and British Waterways facilities, to include, retail, visitor areas, washrooms and kitchen. 4. To help ensure all food safety, customer care and hygiene standards are adhered to and relevant checklists completed. Ensure high standards of cleanliness are maintained within the Facility. 5. To complete till reconciliation’s, financial paperwork and occasional banking, in line with Trust procedures 6. To assist in the purchase/delivery of departmental supplies and understand the importance of stock control and minimising costs through correct storage, rotation and distribution of supplies 7. Ensure the catering team comply with the Trust’s Health & Safety policy, especially in regards to COSHH, accident reporting, risk assessments and fire procedures. 8. To actively promote departmental sales strategies and maximise revenue through recruiting new supplementary business (e.g. conferences & events) and special offers. 9. Raise awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity. 10. In order for the organisation to work effectively you may be required to work unsocial hours or assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager. 11. All staff are required to abide by organisational policies and procedures. |

**Person Specification Job Title: Assistant Catering Supervisor sessional**

| **Criteria** | **Essential** | **Desirable** | **Assessment method \*** |
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| **Qualifications** | | | |
| First Aid Qualification |  | ✓ | AF/QC |
| Level 2 Food Hygiene & Safety |  | ✓ | AF/QC |
| **Experience** | | | |
| Minimum of 2yrs Supervisory experience within a food & beverage retail outlet |  | ✓ | AF/I |
| Previous experience of cash handling & completing financial paperwork | ✓ |  | AF/I |
| Previous experience of working to high food safety standards | ✓ |  | AF/I |
| Some experience of dealing with customer queries and complaints |  | ✓ | AF/I |
| **Skills/knowledge** | | | |
| Catering legislation to the level needed to run a café, including health & hygiene. |  | ✓ | AF/I |
| Knowledge of Word, Excel & databases |  | ✓ | AF/I |
| Strong team leader with the ability to motivate others and retain a high level of self-motivation | ✓ |  | AF/I |
| The ability to work well under pressure | ✓ |  | AF/I |
| A Systematic, methodical approach to work and the ability to prioritise | ✓ |  | AF/I |
| Good numeracy and literacy skills | ✓ |  | AF/I |
| Effective communication skills | ✓ |  | AF/I |
| Keen to develop new fundraising initiatives |  | ✓ |  |
| Some knowledge of retail practices and procedures |  | ✓ | AF/I |
| Some knowledge of environmentally friendly working practices. |  | ✓ | AF/I |
| ***Abilities*** | | | |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential. | ✓ |  | AF/I |
| Job involves some manual handling such as  - Moving and setting up conference/event tables and chairs | ✓ |  | AF/I |

\* Assessment method:

* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation