



## **JOB DESCRIPTION**

### **Deputy Catering Supervisor**

<b>Reporting to:</b>	Catering Supervisor
<b>Important Relationships with:</b>	General Manager Visitor Operations Manager Catering Staff and Volunteers
<b>Location:</b>	Visitor Centre, Marks Hall Estate, Coggeshall, Essex CO6 1TG.
<b>Hours:</b>	Annualised hours of 30 hours per week April to October, 22.5 hours per week November to March. Flexible hours are required as the post will involve weekend, bank holidays and occasional evening work.
<b>Salary:</b>	Salary band between £8.80 to £10.67 dependant on experience

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#### **Job Summary:**

The Deputy Catering Supervisor will work with the Catering Supervisor within the catering team to deliver a high quality, high performing experience in our Tearooms at Marks Hall Gardens and Arboretum.

With the Catering Supervisor you will develop and deliver an imaginative menu appropriate to the venue with the focus on fresh, local, seasonality, while ensuring high standards of food hygiene and health and safety procedures. You will undertake other responsibilities as directed by the Catering Supervisor.

You will be experienced in working in a catering outlet in an often busy environment with the ability to engage and lead a team of staff and volunteers. As part of the catering team you will be hands on, working alongside staff in both the kitchens and front of house, with the ability to balance a range of priorities and a busy workload.

## **Key Result Areas:**

### **1. Customer Service and Presentation**

**Assist the Catering Supervisor in ensuring an excellent catering experience for visitors to the Tearoom, managing aspects such as presentation standards, and a high quality product.**

- Leading by example, ensure high standards of customer care by managing, motivating and training catering staff and volunteers.
- Working with the Front of House staff, ensure all front of house areas are well presented, tidy and promote a quality catering experience at Marks Hall.
- Ensure all menu boards and notices are relevant, up to date and in line with Marks Hall brand guidelines.
- Ensure the day to day management of front of house is efficient and offers a smooth running service for visitors.
- Encourage, listen to and respond to all visitor feedback and enquiries.

### **2. Financial Responsibilities**

**Working with the Visitor Operations Manager and Catering Supervisor maximise the contribution of catering income to the overall Visitor Centre income.**

- Lead and motivate the catering team to maximise income and achieve the catering contribution.
- Manage all catering related costs efficiently, continually seeking to save where possible.
- With the Catering Supervisor develop further opportunities to increase business through the catering experience, including the groups visit market and events.

### **3. Product**

**Working with the Catering Supervisor to develop and enhance the catering offer, ensuring imaginative seasonal menus with a focus on locally sourced product.**

- Working with the Catering Supervisor, develop new menus with the focus on seasonality and locally sourced produce, appropriate for the site and visitor profile.
- Assist with food preparation as required, ensuring a smooth running service of food at all times.
- Working with the catering team to minimise food wastage.

### **4. Hygiene, Health & Safety**

- With the Visitor Operations Manager and Catering Supervisor ensure the safety of staff, volunteers and visitors by complying with all legal and organisational policies and procedures relating to hygiene, health & safety, fire and security.

- With responsibility for the standards of hygiene at the Tearooms you will ideally hold a Food Hygiene Certificate level 2.
- Ensure all HACCP records are kept up to date, maintained in a well organised manner and available to view at short notice.
- Oversee the training of catering staff and volunteers to ensure the highest standards of health & hygiene are followed at all times.
- Ensure the highest standards of hygiene for the front of house and kitchens at all times, setting and administering daily cleaning schedules.
- Ensure all items of food are appropriately labelled and stored both during and at the end of each day.
- Ensure all catering equipment is used as instructed, observing safe practice.
- Ensure all equipment is cleaned and maintained according to recommended guidelines, reporting any breakages or unsafe equipment to the Visitor Operations Manager.
- Take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work including staff and visitors.

## **5. General**

- Perform other duties and tasks as may reasonably be requested by the Trust.
- Work within the terms and conditions of employment and adhere to the policies and procedures of the Trust.