

BCP COUNCIL JOB DESCRIPTION

SERVICE UNIT:	Commercial Operations
POST:	Assistant Catering Supervisor – Upton Country Park
POST NUMBER:	MUL107
SALARY BAND:	£24,294 - £25,979 Grade E
RESPONSIBLE TO:	Catering Officer

A fantastic opportunity has become available for an Assistant Catering Supervisor to support the delivery of catering services within an award-winning country park in Poole. With a good knowledge of café and events catering, a passion for 5-star service and customer experience, this is a great opportunity to showcase your talent and supervisory skills, and develop within a well-established business.

Role Purpose

The post holder will have day-to-day responsibility for the supervision of the Catering team and outlets across the park. They will be responsible for the efficient and effective production and delivery of high-quality food and beverages for Upton Country Park visitors, including associated cleaning and hygiene-related duties. This role will have flexible and varied responsibilities, fundamentally working alongside the Catering Officer to lead front of house services, including catering within the Tea Rooms, Upton House bookings and events, and other smaller outlets.

Main Responsibilities

- Maintain accurate and up-to-date records, including food hygiene, environmental health, COSHH, wastage and other records as delegated by the Catering Officer
- Oversee daily cash handling by the team and check that all BCP Council financial regulations are adhered to, ensuring accurate end-of-day reconciliation and processing of invoices
- Assist with ensuring that all elements of the catering operation comply with relevant H&S, food safety, hygiene, allergen and labelling requirements to maintain our current five-star hygiene rating
- Oversee casual staff scheduling to ensure adequate staffing levels to support the business and additional events
- Support with the ordering process to maintain adequate stock levels and oversee regular stock management processes, whilst achieving best value for money
- Assist with the cooking, preparation and serving of food, ensuring all food is of the highest quality and attractively presented
- To use own judgement to determine food production levels to minimise wastage and maximise income and upsell where possible

- Assist with determining menu items to provide an interesting and exciting offer for customers, particularly with seasonal trends and demands
- To key-hold and take responsibility for the operational delivery of the Catering in the absence of the Catering Officer, resolving day-to-day issues and ensuring the buildings are opened ready for business and alarmed and secure at the end of the day
- Report any concerns for the health, welfare, and safety of personnel and customers, and submit health and safety paperwork accurately and efficiently
- Maintain high levels of cleanliness throughout the kitchen and service area to include catering equipment, work surfaces, floors and walls including the removal and disposal of waste in accordance to the daily cleaning schedules
- Attend any training courses and/or activities considered appropriate to the post and professional development
- Build and develop positive relationships with volunteers, stakeholders, customers and colleagues
- To be able to use a computer and the main Microsoft Office, EPOS tills and finance packages competently
- To work towards the Council's and Upton Country Park's vision, objectives and values
- To undertake such other duties as may be required from time to time commensurate with the level of the post
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act, Food Safety Regulations and Data Protection Act.

The Ideal Candidate

- Experience of working in a high-volume, fast paced catering environment
- Good standard of financial acumen
- Experience of supervising teams to deliver a great service
- Demonstrate a high level of attention to detail in service delivery and ability to contribute to ongoing development of the catering offer
- Possess drive and determination to improve standards and profitability
- Self-motivated, strong people leader who can set clear direction and pace
- Excellent customer service skills
- Clear understanding and adherence to Food Hygiene and Health & Safety standards
- Basic numeracy, literacy and IT skills
- Commitment to equality and diversity and offering fair access to all
- Friendly and proactive with members of the public
- Willingness to undertake training and development as necessary

- Flexible in supporting a changeable 7-day rota including events and functions outside of normal working hours
- Available to work evenings, weekends and bank holidays when required as part of the core hour duty rota.

For an informal discussion about the role please contact Stephanie Raybould on **01202 817606**.

Prepared by: Stephanie Raybould

Updated: October 2024