



THE TANK MUSEUM

## **Catering Supervisor Role Description**

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### **Commercial Operations – Catering**

The Catering operation consists of a large and busy restaurant, together with several other catering outlets across the Museum site. All of which contribute to the organisation not only commercially but adding to an excellent all-round visitor experience. The Tank Museum also hosts a wide range of weekend and evening functions and the Catering Supervisor plays an integral part in the delivery of these events.

The current Catering Operation Management Team consists of a Catering Development Manager, Catering Operations Manager, Catering Supervisor and Chef. Due to growth within the team an exciting opportunity for an additional Catering Supervisor has arisen.

The Catering Supervisor will be expected to support the Catering Operation management team. You will share responsibility for the day to day running of the Museum Restaurant and catering functions and will play a crucial role in achieving maximum sales and profit, whilst motivating the catering team to deliver a high standard of food preparation, delivery, and customer service.

## Role Profile

<b>Role Title</b>	Catering Supervisor
<b>Department</b>	Commercial Operations
<b>Key Relationships</b>	Catering Development Manager, Catering Operations Manager, Chefs, Catering Assistants, Events Team
<b>Overall Role Purpose</b>	Assisting the Catering Operation Managers and Chefs in the operation of the Museum's catering facilities, achieving maximum sales and profit, motivating, and leading the catering team in delivering a high standard of food preparation, delivery, and customer service.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• To work with the Catering Operation Managers in developing the business, by seeking opportunities to increase quality, sales and improve customer service.</li> <li>• Lead and inspire the catering team in delivering the highest standard of customer service.</li> <li>• Support the Catering Operation Managers in training, appraisal, and the review of performance of the Restaurant team.</li> <li>• Assist with all aspects of ordering, preparing, and serving food when required.</li> <li>• Liaise with and support internal staff in the delivery of catering for events and promotions within the Museum.</li> <li>• Support the Catering Operation Managers in the day-to-day supervision of the catering team including the organisation of the staff rotas.</li> <li>• Ensure high standards of hygiene and cleanliness making sure practices conform to legal requirements in relation to Health &amp; Safety, Food Safety, Hygiene and COSHH procedures.</li> <li>• Maintaining good practice cash handling systems in accordance with finance procedures.</li> <li>• Assisting the Catering Operation Managers in assessing and implementing the necessary training of the Restaurant team.</li> <li>• Assisting the Catering Operation Managers in the ordering of supplies and stock control.</li> <li>• Supporting the Catering Operation Managers in creating, updating, and implementing standard operating procedures.</li> </ul>
	The duties and responsibilities in this job are not restrictive and the post holder may be required to on occasion undertake other duties. This will not substantially change the nature of the post.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>No specific qualifications required.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant qualification in food hygiene.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a Catering facility within a supervisory role.</li> <li>Experience of leading and motivating a team.</li> <li>Catering experience in a high volume, fast paced environment.</li> </ul>	<ul style="list-style-type: none"> <li>Food Preparation and Cooking.</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Good knowledge of food preparation and cooking procedures.</li> <li>Sound awareness of health &amp; safety and food legislation.</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge of catering products.</li> <li>Use of till systems and cashing up procedures.</li> <li>Rota planning.</li> </ul>
<b>Personal aptitude &amp; skills</b>	<ul style="list-style-type: none"> <li>A people person.</li> <li>Passion for food.</li> <li>Excellent leadership skills.</li> <li>Strong organisational skills and to be able to plan and prioritise workloads.</li> <li>Confidently able to communicate with a wide range of people, internally and externally.</li> <li>Ability to work with the minimum of supervision.</li> <li>The ability to drive and maintain standards.</li> <li>Must have a positive can-do approach.</li> </ul>	<ul style="list-style-type: none"> <li>Excellent attention to detail and accuracy.</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>Enthusiastic and committed.</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>The ability to support special events outside of normal operating hours.</li> </ul>	