



## JOB PROFILE

This profile is in three parts. It is designed to give clarity around *what* the job entails (Part 1), the *personal qualities, skills and experience* needed to perform it well (Part 2) and the *key requirements* of the job we will focus on for recruitment and selection purposes (Part 3).

### Part I: Job description

<b>Job title:</b>	<b>Catering Supervisor</b>
<b>Reporting to:</b>	Head of Sales and Marketing
<b>Direct reports:</b>	5 employees and 5 volunteers
<b>Budget holder:</b>	No
<b>Place of work:</b>	Swanage station and surrounding site, with flexibility to travel to other locations when required
<b>Contract type:</b>	Fixed term to 29th October 2017 with possible extension.

#### Job purpose

My job contributes to Swanage Railway Company's success by generating income through the provision and sale of good quality food and beverages to SRC's visitors and passengers.

#### Key accountabilities

- Generation of income
- Supervision of catering activities in a hygienic and profitable manner
- Supervision of employees and volunteers at catering outlets at Swanage and Norden Stations and on -train buffets
- Rostering of employees and volunteers to ensure adequate cover of all shifts
- Ordering of ingredients and consumables in a cost efficient way within pre-set budget.

#### Additional responsibilities

- Adherence to appropriate Hygiene Regulations including completion of records.
- Adherence to SRC H&S procedures.
- Cooking and kitchen duties.
- Cash handling and accounting through use of EPOS till.
- Any other duties as required by Swanage Railway Company

**This job is suitable for someone who** enjoys cooking and catering with a 'hands on' participative team approach

**This job is unsuitable for someone who** does not inspire and motivate their team.

## Part 2: Person specification

Attributes	Essential	Desirable
<b>Qualifications and training</b>	Educated to GCSE level in a minimum of 3 subjects at grades (A-C), including Maths and English.  Level 2 food safety qualification.	Educated to A level standard or equivalent.  Level 3 Supervising Food Safety for Catering.
<b>Knowledge, skills and experience</b>	Experience of supervising a busy commercial catering outlet Customer service in a customer facing environment Team leadership and supervision. Cooking in a commercial catering environment Catering planning and budgeting Cash handling	Catering at Visitor attractions / Tourism Working with volunteers. Use of EPOS
<b>Personal qualities</b>	Team Player Organised Customer focussed Initiative / 'can do' approach Problem solver NOTE: The role requires substantial amounts of standing within fixed and mobile catering environments.	Pragmatism and common sense. Empathy Sense of humour Inspirer
<b>Other</b>	Able to travel between SRC Catering Locations Willingness to undertake further training Willing to work shift patterns including evenings, weekends and Bank Holidays.	Driver/own transport

## Part 3: Key requirements of the job

The following are core qualities and skills that we believe are *critical* to successfully performing the role – they are taken from this job profile. If you are applying for this job, these are the *key requirements* you will be asked to provide evidence of on page 2 of the application form. If you are unable to provide examples of how you meet these requirements your application is unlikely to progress further.

- Demonstrable experience of successful Customer Service in a catering environment.
- Demonstrable cooking skills in a commercial catering environment
- Ability to supervise a team through a 'can-do' attitude, and strong communication and interpersonal skills.
- A 'can-do' attitude and an approach that produces positive outcomes.
- An unflustered approach in very busy periods.