

# Catering Supervisor

## Job Description

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The Tank Museum was founded in 1923 as a teaching resource for engineers and soldiers of the Tank Corps. Over the last 80 years, the Museum has dramatically transformed from a training aid for the army to a 21<sup>st</sup> century Museum aspiring towards access and excellence for all.

Based at Bovington Camp, the home of the tank, the museum boasts the most comprehensive collection of armoured fighting vehicles in the world. In addition, the Museum has a very strong supporting collection of medals, photographs, film, sound recordings, fine art, books, weapons, models and memorabilia. Current displays tell the story of the tank from its inception in 1915 to the current war in Afghanistan. The entire collection has Designated Status.

Over 200,000 people visit the Tank Museum every year where we bring the history of tanks and tank crew to life...Supported by the world's best collection of tanks & action packed live displays.

The Catering operation consists of a large and busy restaurant together with several other catering outlets across the Museum site. Contributing to the organisation not only commercially but adding to an excellent all-round visitor experience. This is a rare opportunity to join the department at a time of growing development within the Museum.

The Restaurant Supervisor will be expected to support the Catering Manager as the 'right hand person' in all aspects of sharing responsibility for the day to day running of the Museum Restaurant and catering functions. You will play a crucial role achieving maximum sales and profit, motivating the catering team to deliver a high standard of food preparation, delivery and customer service.

## ROLE PROFILE

<b>Job Title</b>	<b>Catering Supervisor</b>
<b>Department</b>	Catering
<b>Contract</b>	Full Time
<b>Salary</b>	£18,000 - £20,000 per annum
<b>Key Relationships</b>	Catering Manager

<b>Overall Job Purpose</b>	Assisting the Catering Manager and Head Chef 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>	<p>Support the Catering Manager in all aspects of sharing responsibility for the day-to day running of the Museum's Restaurant and catering operations.</p> <p>To work with the Catering Manager in developing the business, by seeking opportunities to increase quality, sales and improve customer service.</p> <p>Lead and inspire the Restaurant team in delivering the highest standard of food and delivering a high level of customer service.</p> <p>Support the Catering Manager in training, appraisal and the review of performance of the Restaurant team.</p> <p>Assist the Head Chef with all aspects of ordering, cooking, preparing and serving food when required.</p> <p>Liaise with, and support internal staff in the delivery of catering for events and promotions within the Museum.</p> <p>Support the Catering Manager in the day to day supervision of the Restaurant team including the organisation of the staff rotas.</p> <p>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.</p> <p>Maintaining good practice cash handling systems in accordance with finance procedures.</p> <p>Assisting the Catering Manager in assessing and implementing the necessary training of the Restaurant team.</p> <p>Assisting the Catering Manager in the ordering of supplies and stock control.</p> <p>Supporting the Catering Manager in creating, updating and implementing standard operating procedures.</p>

The duties and responsibilities in this job are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

## Restaurant Supervisor

# Person Specification

	Essential	Desirable
Qualifications	No specific qualifications required	
Experience	Experience of working in a Catering facility within a supervisory role.  Proven chef experience.  Experience of leading and motivating a team.  Experience of working in a customer service environment.	Chef/Catering experience in a high volume, fast paced environment
Knowledge	Good Knowledge of catering products.  Good knowledge of food preparation and cooking procedures.  Sound awareness of health & Safety and food legislation.	
Personal aptitude & skills	A people person.  Passion for food  Good leadership skills  Good organisational skills and to be able to plan and prioritise workloads  Communicate with a wide range of people, internally and externally  Ability to work with the minimum of supervision  The ability to drive and maintain standards.  Must have a positive can-do approach	Excellent attention to detail and accuracy

Disposition	Enthusiastic and committed	
Other requirements	The ability to work weekends and support special events.	