

ZOOLOGICAL SOCIETY OF LONDON

JOB DESCRIPTION

JOB TITLE: Supervisor
SECTION: Catering at Whipsnade Zoo
DEPARTMENT: ZSL Catering
DIVISION: Commercial
RESPONSIBLE TO: Day Visitor Catering Manager

PARTICIPATING JOB HOLDER(S):

APPROVED BY:

JOB HOLDER(S):

HEAD OF DEPARTMENT OR DIRECTOR:

JOB DESCRIPTION REFERENCE NUMBER:

GRADE ALLOCATED:

JOB EVALUATION REVIEW HISTORY AND EXPLANATORY NOTES:

JOB DESCRIPTION

Brief outline of the Job.

The Supervisor is responsible to the Day Visitor Catering Manager and for the assistant catering assistants in the designated area of catering operations.

The primary role of this position is to ensure that their area is operated efficiently to high standards and promote visitor satisfaction.

Key responsibilities:

- To ensure all general assistants on duty arrive at the correct time and in appropriate uniform
- To allocate general assistants from the rota to their job roles for that day or shift
- To organise general assistants breaks
- To ensure all general assistants are carrying out their duties
- To report any problems regarding staff to the duty manager immediately
- To ensure all food safety and Health and Safety procedures are carried out i.e safe working environment, temp records & weekly supervisor checklists as required.
- Reporting any problems within the café/unit to the catering manager immediately so it can be rectified.
- To ensure relevant data such as waste sheets are recorded as requested
- To supervise the smooth running of the café/kiosk allocated
- To ensure café/units are operating within agreed times
- To ensure café/units are clean and tidy at all times
- To ensure all counters are set up as directed and in time for opening
- To ensure that the counters are fully stocked throughout the day
- To ensure food product put on display to the customers are fresh
- To ensure any advanced prep which is required is carried out before finishing shift
- To ensure the café's are left clean and tidy at the end of the shift/day

JOB DESCRIPTION ANALYSIS

A. KNOWLEDGE AND EXPERIENCE

1. VOCATIONAL AND TECHNICAL SKILLS

Ideally educated with catering/leisure qualifications.

2. EXPERIENCE

The job holder will have relevant catering experience in either visitor attractions or high street retail outlets. Previous supervisory experience is desirable.

3. INTERPERSONAL SKILLS

The post requires high degree of interpersonal skills due to the amount of customers and management of large numbers of casual staff.

B. RESPONSIBILITY

1. HUMAN RESOURCE MANAGEMENT

The job holder will be responsible for up to 20 staff at any given time. This responsibility includes allocating jobs, supervision and on the job training.

2. PHYSICAL RESOURCE MANAGEMENT

The post holder is responsible for the maintenance / cleaning of catering equipment and reporting building and equipment defects as soon as they have.

3. COMMUNICATION

Strong written and oral is a requirement. On a daily basis the post holder will be required to communicate with staff, customers and suppliers.

4. LIASION

The job holder will be required to liaise with all departments at all levels as well as customers. The ability to present ZSL confidently is essential.

C. MENTAL DEMANDS

1. JUDGEMENT AND DECISION MAKING

The job holder must plan their working routines around the business needs.

2. ORIGINAL THOUGHT AND PROBLEM SOLVING

The job holder must be able to solve day to day issues, which may arise through the operation of the department

3. CONCENTRATION

A high level of concentration is required in managing the staff and area as required.

4. FLEXIBILITY

The job holder must be flexible in their approach to work and working hours.

D. WORKING CONDITIONS

The job holder will be based at ZSL Whipsnade Zoo within the catering department and the job will involve working long shifts on occasions