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**Job Title: Catering Supervisor**

**Responsible to: Head of Commercial and Visitor Welcome**

**Salary: £15,983.29 pro-rata (£24,640.90 per annum)**

**Hours:** 24 hours per week

**Contract** Permanent

**Place of Work The Bowes Museum**

**Organisational Relationships**

* Reporting to the Head of Commercial and Visitor Welcome
* Working alongside staff, trustees, stakeholders and volunteers

**The Role**

The Catering Team are in place to deliver a fantastic customer journey within catering spaces in the museum and grounds. The Catering Supervisor is a key part of the museum’s Catering Team creating and embedding a thriving culture of exceptional customer service, delivering a great welcome for our visitors and working closely with wider museum colleagues to help deliver exceptional experiences for visitors every day. You will be part of the team responsible for leading the catering team, upholding and driving standards, dealing with visitor enquiries, managing stock and transactions within the museum’s Café, Event Spaces and Outdoor Pop-ups. You will be present in the catering spaces and actively engage with visitors, sharing your knowledge and stories and help bring the place alive as part of a vibrant forward thinking museum. Working as part of a team and with the Head of Commercial and Visitor Welcome, your work will help put the visitor at the heart of everything we do whilst striving to hit key performance targets.

Some weekend and Bank holiday work will be required as well as some evening work for museum events and private hires.

**The Person**

We are seeking an enthusiastic self-motivated person who is passionate about creating great experiences for our visitors, whilst displaying an assured confidence when interacting and delivering our catering offer. You will be a visible advocate for the museum, proactively meeting, greeting and confidently sharing our stories with visitors – a champion of great customer service, you will help ensure every visitor leaves the museum having had an amazing day out.

As a member of one of the core visitor-facing teams, you will be noticeably demonstrating the museum’s values and behaviours in your daily work. Duties will be split between Café Bowes, event spaces, outdoor pop-ups, the catering office and wider museum spaces and grounds.

**Inclusion and Diversity**

We believe that diversity and equality within our workforce, programmes and approaches is crucial to our mission of being inclusive and relevant to our communities. We want everyone to feel welcome. We, therefore, particularly welcome applications from candidates under-represented at The Bowes Museum and within the heritage sector, including Global Majority candidates and/or candidates with disabilities.

**Responsibilities and Duties**

* To shape and drive the delivery of the highest standards of customer care, leading a catering team that ensures personal visitor interaction is at the core of what they do.
* Build relationships with relevant suppliers and negotiate with them for the best pricing and product.
* Assess the quality of stock received and communicate any discrepancies to suppliers.
* Organise and manage the rota, including holiday cover for catering staff and the flexibility to fill in when required.
* Working efficiently alongside the kitchen staff to ensure inventory and stock levels are maintained at appropriate levels and are correctly stored.
* Attend meetings with suppliers, traders and relevant museum staff members regarding catering and stock purchasing.
* The maintenance of records of appropriate catering stock and other administrative matters.
* Updating customer records in the catering EPOS database whilst following GDPR guidelines.
* Handling food and drink order issues returns and payment refund requests.
* Briefing and upholding the catering team on display standards including design, planning and implementation.
* To welcome all visitors to the catering spaces and actively engage with our visitors throughout their time with us, providing an enjoyable experience with relevant information on the collection, exhibitions and wider museum as a whole.
* To lead on the delivery of income targets both as a team and individually, in particular on average transaction value and targeted sales to the museum’s agreed budgets.
* To be responsible and oversee the receipt of payments via face-to-face credit/debit card/cash, with accurate daily reconciliation ensuring CRM, financial and GDPR compliance at all times
* To be able to record information accurately, specifically with transactions and special offer redemptions.
* To be proficient in the use of all Microsoft packages, including Outlook, Word and Excel.
* To actively work in ways that support the museum’s environmental and sustainability policies.
* Help ensure the catering spaces are fit and safe for opening each day through the undertaking and recording of daily checks – having an eye for detail, maintaining the highest standards of presentation.
* To carry out some basic maintenance if requested, e.g. the replacement of water filters, light bulbs or batteries.
* To assist in administering security arrangements as requested in the catering spaces, ensuring that everything is in order and reporting any security concerns regarding signs of damage or suspicious behaviour.
* To uphold Health and Safety regulations in the workplace.
* Delivery of staff inductions and training to the catering team.
* To undergo any training required to carry out any of the roles described in this job description competently and safely.
* To demonstrate and advocate the museum’s values and behaviours in all we do.
* To take ownership of your own professional and personal development, working with your line manager to identify and address gaps in skills and competencies.
* Due to the rural location of the museum, it is important that employees are able to travel independently to work in order to fulfil contractual obligations.
* To proactively foster a positive, flexible and inclusive environment for existing and future staff and volunteers
* To carry out other related tasks commensurate with the position as requested by Line Management

**Person Specification**

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| **Knowledge, Skills and Qualifications** | **Essential** | **Desirable** |
| Supervisory experience in a catering setting, including rota creation/management, leading a team and a proven track record of success. |  |  |
| Experience working with the public in a face-to-face customer service environment |  |  |
| Hold a valid Level 2 Food Hygiene and Safety for Catering Certificate |  |  |
| Hold a valid FSA Food Allergy and Intolerance Training Certificate |  |  |
| Hold a valid Personal Licence |  |  |
| Ability to analyse sales data and apply learnings to forward planning and maintaining appropriate stock-holding levels |  |  |
| Excellent verbal communication skills |  |  |
| Awareness of and the ability to deliver excellent standards of customer care |  |  |
| Ability to work under pressure and to manage time effectively |  |  |
| Able to work flexibly and as part of a team |  |  |
| Willingness to undertake training as and when required |  |  |
| The ability to work with minimal supervision, using initiative and making decisions |  |  |
| Able to maintain accurate records and follow basic financial procedures |  |  |
| Experience of working towards and achieving agreed sales targets in a catering setting |  |  |
| The ability to work weekends and Bank Holidays as part of a normal rota, occasional early morning and evening work is required |  |  |
| Knowledge of Local Area |  |  |
| Knowledge of the Bowes Museum collection |  |  |

Reviewed: DN Feb25’