

# Role profile

**Job title:** Catering team leader

**Reports to:** Catering coordinator

**Date prepared:** October 2018

## Purpose

To coordinate the day-to-day catering operations to deliver first-class visitor experience and that your team and visitors enjoy a safe and happy environment; whilst generating income to exceed agreed targets in support of RZSS vision and mission.

## Scope

- Working across one site (RZSS Highland Wildlife Park), and two main food outlets (Antlers café and Oyster Catcher).
- Supervise day-to-day catering operations, including daily management of a team of up to 3 Visitor Experience Assistants, rising to 5 during peak season
- Transaction volumes – catering for a restaurant of 120 covers and a café of 50 covers totaling net annual revenue stream of £55k.

## Responsibilities

- Working with direction from the Catering Coordinator, provide day-to-day supervision of the Catering team.
- Develop and maintain a supportive and dynamic first-class sales and service culture amongst the team -focusing on delivering high standards of service and food presentation in accordance with Cook safe regulations.
- Ensure the Café areas are presented to the highest standards (displays, seating areas, signage), fully stocked and equipment is cleaned, maintained and serviced on a regular basis and report to the Coordinator any maintenance issues.
- Support Catering Assistants with visitor complaints and act a route of escalation to deal with refunds in a professional manner and referring customer to your line manager if complaint cannot be resolved.
- Assist Coordinator to motivate, develop and review team members, following good management practice and working within HR policy guidelines, so their performance or attendance levels meets or exceeds the agreed performance standards.
- Working alongside the back of house team to ensure the smooth running of the cafe and outdoor catering areas as one united team.
- Responsible for the catering team in the coordinator's absence.
- Ensure compliance with RZSS policies, procedures and guidelines together with all regulatory and statutory requirements.
- Engage with the Society's appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.

- Perform other reasonable duties and/or projects as directed by your manager. Perform other reasonable duties and/or projects as directed by your manager.

## Knowledge, skills and experience

Knowledge	Essential	Desirable
Good achievement at Higher grade level (including English & Mathematics) or equivalent qualifications or experience.	√	
Trained/certificate in Cooksafe and has ability/qualification to train others	√	
Good understanding and use of electronic cash systems.	√	
Valid UK driving licence.		√
SVQ level 4, or equivalent qualification, in a relevant subject e.g. customer service		√

Skills	Essential	Desirable
Good standard of written and spoken English	√	
Competent in Microsoft Office (Outlook, Word, Excel, PowerPoint)	√	
Providing first class customer care and service, including dealing with customer queries.	√	
Accurate numerical reasoning skills and attention to detail.	√	

Experience	Essential	Desirable
Significant experience of leading a team in a customer service environment	√	
Experience of working in a similar visitor attraction environment	√	

## Behavioural competencies

Competency	Level	Essential	Desirable
Planning and Organising	Plan and manage your own and others' work.	√	
Finding Solutions	Balance short term fixes and longer-term solutions across the team.	√	
Delivering Services & Experience	Develop a high-performance culture around the team.	√	
Team Working	Build team spirit and seek to work in conjunction with other teams.	√	
Developing Talent	Proactively develop people in the team	√	
Communicating	Communicate constructively to build good relations with colleagues both within the team and across RZSS.	√	
Gathering Information	Gather and manage information relevant to the team's operations.	√	
Embracing Change	Drive and support continuous improvements in the team	√	
Projecting Confidence	Drive and support team members to build confidence to deliver a first-class service	√	

## Role dimensions

### Planning and Organising

- Operates within a defined role, but is responsible for planning and organising own Team Leader activities (training/supervision/supporting team members/allocating breaks) whilst also performing the same duties as team members (serving customers)
- Can work independently on all aspects of the day to day operations and take key decisions relevant to ensuring a fun, safe and enjoyable experience for all visitors (queue control, improving customer service levels)
- Operates within existing procedures and routine, e.g. understands and uses appropriate methods (i.e. systems, processes, etc.)
- Operates as a competent professional with minimum supervision.

### Communication and relationships

- This is a frontline role and therefore post holder must effectively communicate with Visitors on a daily basis and with colleagues across a number of departments, e.g. ordinary level of customer care and courtesy required.

- Nature of communication with visitors is mainly sharing information (food ingredients, prices), and dealing with minor complaints and refund requests.
- Communication with team members will be to provide daily; updates, plans, issues changes etc (sharing information, seeking feedback and 121 discussions).

### Problem-solving and decision making

- Responsible for checking the quality and accuracy of own work and the work of team members and deciding when appropriate action is necessary (disciplinary, performance or absence management) up to and including stage 2.
- Can easily determine when work should be escalated to a higher level, e.g. stage 2 absence or performance concerns and complex customer complaints or admissions difficulties.
- May have some autonomy in how tasks are delivered, e.g. responsible for creating new ways of working and continuous improvement to exceed visitor expectations based on technical expertise and work experience.
- Can deal with routine problems, e.g. staff no shows or shift issues, or tills and credit card breakdowns, interruptions or errors. Autonomy to investigate situation and take immediate action and follow up and report to Coordinator.

### Other information

I have discussed and agreed this updated role profile with my manager

Name:

Signature:

Date:

