

Job Description

Post title	Catering Supervisor
Post No	PTC PC1
Grade	SC4
Salary	£ 25,584.00 - £ 27,269.00
Reporting to	Pavilion, Sports and Community Manager and Deputy Pavilion, Sports and Community Manager
Location	The normal place of work for this role will be the Pavilion but the post holder may be required to work at any location or property of Peterlee Town Council.

DBS	This post is not subject to an Enhanced disclosure.
Politically restricted	This post is not designated as politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Description of role

To provide high-quality, nutritious, and appealing meals for the Pavilion's café and events, ensuring excellent customer satisfaction and adherence to health and safety standards.

Duties and responsibilities

- **Menu Planning:** Work with the Hospitality Supervisor to develop and maintain profitable menus that offer a variety of healthy and appealing options.
- **Food Preparation:** Prepare and cook meals to a high standard, ensuring consistency and quality.
- **Food Service:** To prepare and serve food and drink to customers, including point of sale cash handling.
- **Stock Management:** Monitor and manage stock levels, placing orders as necessary to ensure the kitchen is well-supplied.
- Liaise with stock taker to ensure all stock levels are correct.
- **Health & Safety:** Ensure all food is prepared in compliance with health and safety regulations, maintaining a clean and safe kitchen environment.
- Ensure all environmental health regulations are being followed, and all staff fully understand food allergies.

- **Customer Service:** Interact with customers to gather feedback and ensure their experience meets their expectations.
- **Team Collaboration:** Work closely with the Hospitality Supervisor to coordinate catering for events and daily operations.
- **Income and Cost Control:** Manage food costs by minimising waste and optimising the use of ingredients. To review sales, analyse costs and revenue and to pro-actively seek ways to generate additional income and explore cost saving solutions
 - To be responsible for stock control and stock audits for the Cafe.
 - To be responsible for reconciling and reporting revenue each day of trading.
- **Food Safety and Hygiene:** To ensure high levels of safety and hygiene are maintained and ensure all HACCP procedures are always followed
 - Complete the daily and weekly food safety management records to comply with food safety regulations including allergen sheets etc.
 - Complete daily and weekly cleaning schedules to indicate the work has been completed.
 - Ensure that appropriate chemicals are used in the correct manner to clean the kitchen area in accordance with training and C.O.S.S.H regulations.
 - To adhere to approved working practices, methods, and procedures and to attend training sessions as directed by management.
 - The postholder is expected to work flexibly and to undertake any other duties commensurate with the post which contribute to the delivery of the Town Council services.

Common duties and responsibilities

- **Quality Assurance**
To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council's requirements are met and that the highest standards are maintained.
- **Communication**
To participate in and adhere to the team's communication processes and taking responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.
- **Professional Practice**
To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team's and Council's stated policies or procedures. This includes adhering to the Council's Code of Conduct.
- **Health and Safety**

Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Town Council's Health and Safety Policy.

- **Appraisal**

All members of staff will receive appraisals, and it is the responsibility of each member of staff to follow guidance on the appraisal process.

- **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an established Equality and Diversity Policy.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets.

- **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • valid certification in food safety and hygiene practices. • A diploma or certificate in professional cookery, such as an NVQ Level 2 in Professional Cookery. • Proven experience working as a chef or cook in a similar environment. • GCSEs or equivalent, particularly in subjects like Food Technology or Home Economics. 	<ul style="list-style-type: none"> • Higher qualifications such as an NVQ Level 3 in Professional Cookery, a foundation degree, or a Higher National Diploma (HND) in Culinary Arts. • Additional training in specific areas such as pastry, baking, or international cuisines. • Completion of a chef apprenticeship program, providing hands-on experience and formal training. • Courses or certifications in kitchen management or hospitality management
Experience	<ul style="list-style-type: none"> • At least 3 years of experience working in a café, community venue or similar environment. • Hands-on experience in maintaining high standards of food safety and hygiene in the kitchen. • Experience working effectively as part of a team, including experience of supervising staff. • Experience in interacting with customers to gather feedback and ensure satisfaction with the food and service. 	<ul style="list-style-type: none"> • Experience in local government or a similar environment • Experience in cash handling including cost control and minimising food waste. • Experience in catering for events, such as community gatherings, or corporate functions. • Experience of creating appealing menus that cater for diverse dietary needs and preferences adding variety and appeal to a menu. • Experience working in a community-focused environment, understanding the unique needs and preferences of local residents.

Skills & Knowledge	<ul style="list-style-type: none"> • Proficiency in various cooking techniques, including grilling and baking. • In-depth knowledge of food safety standards and hygiene practices to ensure a clean and safe kitchen environment. • Efficiently managing time to prepare and serve meals promptly, especially during busy periods. • Precision in food preparation and presentation to maintain high standards of quality. • Strong teamwork skills to work effectively with other kitchen staff and coordinate tasks. 	<ul style="list-style-type: none"> • Experience in leading and managing a kitchen team, including training and supervising staff. • Understanding of nutrition to create balanced and healthy meal options. • Ability to innovate and create new dishes that attract and delight customers. • Basic knowledge of business operations, including stock and inventory management and ordering.
Personal Qualities	<ul style="list-style-type: none"> • A genuine love for cooking and creating delicious meals. • A positive and enthusiastic approach to work, contributing to a pleasant work environment. • A flexible approach to meet the needs of the business including the ability to work evenings and weekends. 	<ul style="list-style-type: none"> • Strong customer service skills • Ability to quickly address and resolve issues that arise. • Flexibility to adapt to changing situations and demands in a community facility.