Role Profile

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| **Job title:** | Catering Coordinator (Front of House) |
| **Reports to:** | Head of Business Operations & Visitor Services |
| **Date prepared:** | August 2018 |

PURPOSE

To lead and manage the day-to-day front of house catering operations to deliver first-class visitor experience. In collaboration with the Back of House Catering Coordinator, you will ensure everything runs smoothly 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).
* Coordinate day-to-day operation and running of back of house catering facilities, 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

* Oversee the daily front of house team, e.g. rostering staff, communicating targets and key messages, monitoring sales and service performance, dealing with any issues which may arise.
* 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 all team members are aware of procedural/process changes, menu changes and existing and planned change (team brief etc.) which might impact visitor experience within the Park and have access to appropriate training, e.g. till systems/cash handling and have access to Society’s online packages training (e.g. Gannet, E-Learning, Cascade).
* Lock up front of house at the end of the day ensuring safety and security of cafes and kitchen areas.
* Ensure the front of house is 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 Head of Business Operations & Visitor Experience any maintenance issues.
* Agree and review on a regular basis food portion controls with Back of House Coordinator and provide feedback regarding menu and input ideas.
* Manage, motivate, develop and review team members, following good management practice whilst paying particular attention to the hygiene regulations relating to catering. Working within HR policy guidelines, so their performance meets or exceeds the agreed performance standards.
* Ensuring proper stock control for front of house by monitoring, reviewing and implementing good procedures and advising Back of House Co-ordinator/Cook accordingly.
* Responsible for department’s float, cashing up at the end of the day and reporting of all monies.
* Ensure all customer complaints are dealt with in a professional manner and a file note made and passed to the admin office and any accidents front of house are recorded as per society guidelines.
* Work closely with colleagues and other departments in organising the smooth operation of events.
* Work with external companies to ensure all equipment is well maintained.
* 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 Back of House Team in the Coordinators absence.
* Ensure compliance with RZSS’s policies, procedures and guidelines, together with all relevant 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.

KNOWLEDGE, SKILLS AND EXPERIENCE

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|  | **Essential** | **Desirable** |
| **KNOWLEDGE** |
| Good achievement at Higher grade level (including English and Mathematics) or equivalent qualifications or experience. | √ |  |
| SVQ level 4, or equivalent qualification or experience, in a relevant subject e.g. customer service. |  | √ |
| Trained/certificate in Cooksafe and has ability/qualification to train others | √ |  |
| Good understanding and use of electronic cash systems. | √ |  |
| **SKILLS** |
| Providing first class customer care and service, including dealing with customer queries. | √ |  |
| Accurate numerical reasoning skills and attention to detail. | √ |  |
| Competent in Microsoft Office (Outlook, Word, Excel) |  | √ |
| Ability to understand and work within budgets |  | √ |
| **EXPERIENCE** |
| Significant experience of team leading in a customer service environment | √ |  |
| Experience of working in a similar visitor attraction environment. |  | √ |

PLANNING & ORGANISING

* Performs a broad range of work, sometimes non-routine, in a variety of environments, e.g. cash handling, customer service, staff training, covering back of house operations.
* Has defined areas of responsibility and operate as a competent professional with minimum supervision.
* Contributes to staffing rota and once approved by Visitor Experience Manager – decides on work allocation for team members, updating and adjusting as required e.g. Seasonal demands
* Responsible for direct line management and supervising the day to day work of a small number of people within a team

COMMUNICATION & RELATIONSHIPS

* Due to experience gained may provide guidance to more junior or less experienced staff.
* Communication with team members will be to provide daily; updates, plans, issues changes etc (sharing information, seeking feedback and 121 discussions)
* Maintain good working relationships with external representatives and onsite contractors.
* Is able to effectively communicate with colleagues and/or customers, which must be courteous demonstrating first-class customer care and service.
* Responsible for the Back of House Team in the Coordinators absence.

PROBLEM SOLVING & DECISION MAKING

* Uses discretion in identifying and resolving problems, e.g. coffee machine not working properly, late delivery of food or staff not turning in.
* Follows routine processes, schedules therefore with limited decision-making scope on how task are to be fulfilled.
* Freedom to identify how the café set up is arranged (layout), considering health and safety and ease of movement.
* Responsible for checking the quality and accuracy of own work and work of team members and deciding when appropriate action is necessary (disciplinary, performance or absence management) up to and including stage 2.

BEHAVIOURAL COMPETENCIES

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| **Competency** | **Level** | **Essential** | **Desirable** |
| Planning & 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 | √ |  |
| Communicating | Communicate constructively to build good relations with colleagues both within the team and across RZSS | √ |  |
| Projecting Confidence | Act in a way which projects your personal credibility, inspires trust & helps you share your knowledge & experience | √ |  |
| Embracing Change | Drive and support continuous improvements in the team | √ |  |
| Gathering Information | Gather and manage information relevant to the team’s operations | √ |  |

OTHER INFORMATION

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| **I have discussed and agreed this updated role profile with my manager** |
| Name: |  |
| Signature: |  |
| Date: |  |