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**Introduction**

Warwickshire Wildlife Trust (WWT) is one of the 46 UK Wildlife Trusts. Established in 1970 we are a grass roots organisation governed by 14 trustees elected from a membership of 25,000 people, 99% of whom live in the county, and supported by 700 active volunteers. We manage an estate covering 1,000 hectares in Warwickshire, Coventry and Solihull and no one living or working in that area is more than 6 miles from one of our 67 nature reserves.

As members of the influential network of Wildlife Trusts, we are part of a collective covering the whole of the UK with 870,000 members, 32,500 volunteers, 2,500 staff and 600 trustees, all working together through a central unit, the Royal Society of Wildlife Trusts (TWT). Together we are on a mission to restore a third of the UK’s land and seas for nature by 2030. We believe everyone, everywhere, should have access to nature and the joy and health benefits it brings. Each Wildlife Trust is an independent charity formed by people getting together to make a positive difference for wildlife, climate and future generations. Together we care for 2,300 diverse and beautiful nature reserves and work with others to manage their land for nature, too.

WWT is embarking on an ambitious new ten-year strategy. By 2030 we want to have put wildlife into recovery by creating more space for nature with more people on nature’s side.

In order to deliver our ambitions for nature and people, we need to engage at least 1in4 people and inspire them to act for nature. Our Visitor Centres, including our cafes, are key touch points for public engagement and will be an important mechanism for delivering our ambition of more people on nature’s side.

The successful candidate will be passionate about excellent customer service and motivating colleagues and enjoy creating a fantastic visitor experience for everyone who visits Brandon Marsh cafe.

The ideal candidate will be target driven and committed to generating profit through the café and small shop, which will go back into local wildlife conservation.

You will have supervised a team and worked in a customer facing environment with the ability to liaise confidently with internal staff, volunteers and suppliers.

If you are interested in using your expertise to help us, then we would be delighted to receive your application.

Ed Green

Chief Executive

Warwickshire Wildlife Trust

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**Catering Supervisor**

**Job Description**

|  |  |
| --- | --- |
| **Accountable to:** | Brandon Marsh Catering Manager |
| **Location:** | Brandon Marsh Nature Centre, Brandon Lane, Coventry CV3 3GW |
| **Salary:** | £20,400 (£13.08 p/h). |
| **Liaison with:** | Visitor Centre Team, colleagues at Warwickshire Wildlife Trust, volunteers, suppliers and the general public |
| **Hours** | Minimum of 30 hours per week (with extra hours available during peak times and holiday cover). You will be required to work weekdays and weekends, bank holidays, occasional early mornings and evenings to meet the needs of the business. |

**Job purpose**

You will be our person ‘on the floor’, leading from the front to develop a culture of customer service excellence, creating a welcoming visitor experience that introduces people to the Trust and encourages them to explore the reserve.

You will support the Catering Manager in driving the commercial objectives of the Trust, with attention to detail in costing, operations, planning and cost control for catering.

**Key Roles and Responsibilities:**

* Lead from the front to deliver an exceptional experience in our café and visitor centre
* Support the Catering Manager in delivering budgets and monitoring sales effectively by using our EPOS system
* Support the Catering Manager in managing all legal compliance with attention to detail and exceptionally high standards, in line with the Trust’s Food Safety, HR and H&S procedures and policies.
* Provide strong leadership and training to the catering team and form good working relationships with the wider Trust

1. ***Catering and retail***
   1. Assist the Catering Manager in delivering the catering vision and business plan, ensuring that sales and profit targets are achieved.
   2. Help to regularly review progress and develop new ideas to deliver the highest standards of food quality and presentation.
   3. In the Catering Manager’s absences, hold the daily operations meeting, updating the catering team on any on site events or activities
   4. Support the Catering Manager in a culture of excellent customer service and strive to always exceed visitor expectations
   5. Prepare food, overseeing the process to ensure there are appropriate levels of food stock available for customers whilst controlling wastage
   6. Order stock and undertake stock taking and general stock rotation and control to ensure wastage is minimised and food margins are met.
   7. Ensure all cleaning schedules are completed on a daily/weekly /monthly basis.
   8. Comply with all HACCAP and COSHH regulations.
   9. Use the electronic till system, maintaining accurate cash and card handling.
2. ***Finance***
   1. Assist the Catering Manager in monitoring and controlling resources, including stock and equipment, maximising profitability and minimising waste.
   2. Assist the Catering Manager in planning staff rotas and make sure payroll costs are within budget.
   3. Complete weekly stock takes and maintain effective wastage procedures to ensure GP targets are met.
   4. Ensure the EPOS system is fully utilised and used correctly to track financial performance and monitor GP.
   5. Cash up at the end of the day, processing figures and sending in payroll in the absence of the Catering Manager.
3. ***People Management*** 
   1. Supervise and motivate the catering team on the floor to ensure effective teamwork and communication
   2. Lead on commerciality on the floor to achieve business plan objectives
   3. Train, coach and provide feedback to Catering Assistants.
   4. Assist the Catering Manager in recruiting talented and enthusiastic people who support the vision and mission of the Trust
   5. Collate ideas and suggestions from the catering team and feedback from customers, and feed back to the Catering Manager to continually improve the overall experience.
   6. Promote a positive and effective relationship with the wider Trust.
4. ***Visitor Centre***
   1. Maintain up to date knowledge about Warwickshire Wildlife Trust and Brandon Marsh, encouraging people to explore nature and to join as members.
   2. To lock and unlock the premises in line with Brandon Operating guidelines.
   3. Maintain the standards of housekeeping for the building, working with the site team to ensure that the café is ready to receive visitors
   4. Maintain a clean and welcoming environment for our visitors.
   5. To act as the senior person on site in the event of a fire or incident in the absence of the Catering Manager. To act as a First Aider for the Visitor Centre.
   6. Be available to work out of hours, with regular weekend, evening and bank holiday working a requirement of the role.
5. ***Legal and Compliance*** 
   1. Assist the Catering Manager in identifying and managing risks to the business within the catering operation, ensuring that the team are safe, secure and complaint with all relevant legislation including cash handling and stock control.
   2. Ensure compliance with Food Hygiene standards and internal procedures to minimise risk to the public, staff and contractors.
   3. Meticulous attention to detail with relevant record keeping and safe and healthy food preparation area and front of house practices.
   4. Ensure all relevant legal requirements for food and drinks are complied with to the highest standards, carrying out audits on a regular basis and facilitating audits from the Visitor Experience Manager.
6. ***General Responsibilities***
   1. Promote the work, mission and vision of the Trust at all times. Work across teams to develop and implement activity plans across the 2030 strategy business plan.
   2. Use every opportunity commensurate with other duties to contribute to the Trust’s membership recruitment, fundraising and engagement of people.
   3. Ensure a high level of customer service in all dealings with the public.
   4. Ensure continuous development of skills and knowledge required for the post, undergoing training and performance review as required by the Trust.
   5. Work within all the policies and procedures of the Trust, ensuring own compliance with the Trust’s health and safety policies and procedures and that of any resources for whom you are responsible.
   6. Work at all times within the Warwickshire Wildlife Trust’s Equal Opportunities Policy and to promote equal opportunities.
   7. Comply with all legal and contractual obligations concerning the responsibilities of your post.
   8. Carry out any other reasonable duties commensurate with the level of responsibility of the post, as requested by the Chief Executive.

**Personal Specification**

|  |  |  |
| --- | --- | --- |
| **Experience** | **Essential** | **Desirable** |
| Work in a busy, customer facing catering environment | **✓** |  |
| Practical experience of food preparation and the production and service of good quality food and drink | **✓** |  |
| Experience supervising a team | **✓** |  |
| Ability to deliver high standards of customer service | **✓** |  |
| Use EPOS till systems |  | **✓** |
| Food preparation in a busy catering environment | **✓** |  |
| Qualifications and working knowledge of food hygiene and safety legislation, (minimum expected is Food Hygiene Level 2) | **✓** |  |
| **Knowledge** | **Essential** | **Desirable** |
| A sound knowledge of catering and legal compliance in this field  Including food hygiene and allergens | **✓** |  |
| Knowledge of appropriate legislation and Health and Safety |  | **✓** |
| Knowledge of /or interest in wildlife and an interest in working for a charity which is determined to protect wildlife for the future and for the people of Warwickshire |  | **✓** |
| **Skills** | Essential | Desirable |
| Ability to prioritise work and meet deadlines. | **✓** |  |
| Excellent customer service | **✓** |  |
| Ability to engage with a diverse audience | **✓** |  |
| Ability to think flexibly and creatively in a busy environment | **✓** |  |
| Strong communication skills | **✓** |  |
| **Personal Qualities** | Essential | Desirable |
| Enjoyment of dealing with people and the ability to build rapport with customers quickly | **✓** |  |
| A commitment to the role of charities and the voluntary sector in society |  | **✓** |
| Willingness to be flexible over days and hours of work. | **✓** |  |
| Ability to work flexibly out of office hours, occasionally at short notice | **✓** |  |

**GENERAL INFORMATION FOR THE POST AND GUIDANCE FOR COMPLETING AN APPLICATION FORM FOR WARWICKSHIRE WILDLIFE TRUST**

Further information can be found on our web site:

[**www.warwickshirewildlifetrust.org.uk**](http://www.warwickshirewildlifetrust.org.uk)

It is our intention to appoint the best candidate for every vacancy and to do this fairly we need all applicants to provide relevant information about themselves. This information should relate directly to the requirements of the job, which are listed in the job description and person specification and which are regarded as essential in order to work effectively in post.

We welcome applicants to get in contact about the position if they require further information or want to discuss specific elements of the role.  If you want to get in contact please contact the recruiting officer detailed as below:

**Amandeep Nagra – HR Manager**

**Email:** [**hr@wkwt.org.uk**](mailto:hr@wkwt.org.uk)

**Telephone: 02476 302912**

Your application form should provide us with as much relevant information as possible, in as clear and concise a manner as possible.

Please complete all sections of the form. It may be helpful to do a rough draft first. Please write as clearly as possible.

Specifically where the application form asks for relevant education, training and qualifications, we do not need a full account of your education here but please mention qualifications and/or training which are necessary or relevant to the job.

The section for Relevant Skills, Knowledge and Experience is the most important part of the form. You should use the Person Specification as subheadings providing evidence under each point so we can make an assessment of your suitability.

If you do not use headings provided, the interview panel may have difficulty in determining your suitability for the post.

**A Note about CVs**

You are welcome to attach your CV but without an accompanying (completed) application form, it will NOT be considered. You must complete the application form in full so that we can receive the same type of information from all applicants and so that you directly address the requirements of the job. Unfortunately writing ‘see CV’, or words to the effect, on the relevant areas of the Application Form is not acceptable and will result in your application not being considered for short-listing.

**References**

You should nominate two referees to whom we can turn for a confidential reference, one of whom should be your current or most recent employer.  References will only be taken up for those candidates chosen for interview or, with regard to your current employer, on offer of contract.

The provision of false or misleading information by a candidate who is appointed will be grounds for termination of employment without notice.

**Selection and Assessment**

The selection panel will comprise of at least 2 people and they will consider your anonymised application objectively. They will assess whether you have addressed the shortlisting criteria detailed in the Person Specification and whether you have provided sufficient evidence in your personal statement.

Where there is high volume of applications, the selection panel will shortlist the candidates who have best demonstrated that they meet the requirements.  Please remember that the selection panel is not able to make assumptions about what is written in your application, so be explicit about how you meet the criteria.

The assessment will consist of an interview designed to give candidates an opportunity to demonstrate their skills and suitability for the post. Details will be sent to short-listed candidates.

**The application deadline will be Wednesday 27th August 2025. Interviews will be held on Wednesday 3rd September 2025 at Brandon Marsh.**

**We reserve the right to close this recruitment if it is deemed that we have received a suitable number of applications. On this basis we would advise that applications are submitted as soon as possible.**

All our offers of employment are made, subject to some pre-employment checks, including confirmation of relevant qualifications.

**Equal Opportunities Monitoring Form**

Warwickshire Wildlife Trust needs to make sure that we adhere to our equal opportunities policy and so we need to monitor our recruitment process.  Candidates are asked to complete the form as accurately as possible.  The monitoring form will be kept separate from your application form and will not be considered as part of the shortlisting process.

Individual monitoring forms will be securely destroyed after 6 months.  However, the information supplied will be collated and retained for future analysis – personal information will not be included in this.

**Criminal Records**

Some posts within Warwickshire Wildlife Trust are exempt from some provisions of the Rehabilitation of Offenders Act 1974 because they involve working with vulnerable adults or children or have access to sensitive information.  In these cases, the Trust is entitled to ask for details of all spent and unspent convictions.

Please refer to our recruitment of ex-offenders procedure.  If a conviction is declared on an application form the applicant will be requested to complete a Self-Declaration Form. This will be viewed by the Trust’s safeguarding panel to determine the relevance of any disclosed information to the position applied for.

If you are successful at being appointed to one of these posts, we will ask you to complete a form from the DBS and any offer of employment will be subject to a DBS clearance.

Please note that a criminal record will not necessarily prevent you from being employed by Warwickshire Wildlife Trust and each case will be considered individually.

**Work Permit**

Applicants who are not an EU citizen may need a work permit to work in the UK.

If you are appointed, you will need to provide proof that you are entitled to work in the UK prior to starting work with the Trust.

**GDPR and data protection**

Warwickshire Wildlife Trust is committed to keeping the people’s personal data safe.  Your application form will be treated in the strictest confidence.  In line with its privacy policy <http://www.warwickshirewildlifetrust.org.uk/privacy> Warwickshire Wildlife Trust only uses the personal data you supply for the legitimate interest of this application process.  Following the completion of the recruitment process all unsuccessful applications are securely destroyed.  The successful candidate’s application is retained within a newly created personnel file for the individual.

**Salary**

Your initial salary will be based on your skills, knowledge and experience, and pay will be reviewed annually by the Trust however a pay review will not automatically result in a pay increase.  A pay increase will be dependent upon the financial performance of the Trust. You will be paid monthly in arrears by credit transfer to a bank or building society account.

**Location**

This post will be based at Brandon Marsh Nature Centre. Employees may be required to work at other Trust or non-Trust sites from time to time

**Hours of Work**

This post is a minimum 30 hours a week contract with the expectation that the successful applicant may work up to 35 hours a week, based on the seasonality of the job. In view of Warwickshire Wildlife Trust’s work, employees can be called upon from time to time to work a reasonable period outside of the set hours. Overtime will be payable in this instance.

**Holiday Entitlement**

Our holiday year runs from January to December. Full time employees get 25 days holiday per year plus bank holidays. For permanent members of staff this increases to 27 days after 2 years and 28 days after 5.

**Pension**

You will be automatically enrolled in the Warwickshire Wildlife Trust Stakeholder Pension Scheme if you meet the eligibility criteria, though you may opt out. The employee contributes 4.5% of salary to the scheme and the Trust contributes 6%.

**Notice**

If you choose to leave the Trust you will be required to give one months’ notice.

Thank you for showing an interest in this job and for taking the time to apply. Unfortunately, due to administration costs borne by the charity, we regret that only short-listed candidates will be contacted. If you have not heard from us within four weeks of the closing date then please assume that your application has been unsuccessful on this occasion.

The purpose of this information is solely to provide prospective candidates with details relating to the post. It may not be construed as an offer of employment, nor does it form part of the contract of employment or the role profile.