

COLCHESTER ZOO

Colchester Zoo is home to over 180 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

JOB TITLE: **Catering Supervisor**

We are looking for a person to fill an exciting opportunity that has arisen in the Catering Team at our award-winning zoo, East Anglia's premier tourist attraction.

As a supervisor you will contribute to the management of work flow in your department by allocating tasks, supporting colleagues, overseeing quality of service and colleague performance and reporting to senior managers. You will contribute to reviews and improvements in processes and service delivery.

As part of our organization's mission statement, we aim to provide guests with an excellent customer experience and the successful applicant will make a significant contribution to this by ensuring guests using our catering department receive the highest level of quality and service.

If you are:

- committed to providing excellent customer service
- passionate about service quality and standards
- well organised
- thrive in a busy working environment
- able to manage competing priorities
- calm and polite when dealing with guest enquiries

we would love to hear from you!

- KEY RESPONSIBILITIES:**
- Planning workloads, allocating tasks and monitoring progress against targets
 - Organising team briefings on developments, setting service targets and sharing information within the organisation
 - Ensuring compliance with safety standards, contributing to risk assessments, ensuring colleagues are adequately trained to fulfil their role
 - Motivating colleagues to achieve and deliver service to their full potential
 - Overseeing work schedules and implementing deadlines
 - Ensuring that quality standards are upheld and compliance with company policies
 - Contributing to performance reviews and day to day supervision
 - Compiling staff rotas, dealing with leave requests and arranging cover when necessary
 - Support colleagues in resolving customer complaints
- Provide general management of the restaurant in preparing and serving quality food whilst maintaining highest levels of cleanliness and safety.

SKILLS AND QUALIFICATIONS:

- Performance management
- Time management
- Excellent communication skills
- Quality assurance
- Managing a resources
- Prioritisation and time management skills
- Excellent interpersonal and active listening skills
- Clear communication skills
- Ability to work collaboratively within a team
- Being able to multi-task whilst not compromising excellent organisation
- To work calmly and effectively in a high-pressure environment
- An understanding of customer relationship management

EXPERIENCE:

You should have at least two years' supervisory experience in a front of house catering role where you were able to demonstrate experience of working with others, problem-solving and managing their workload. You will be able to show a track record of improving staff morale, increasing efficiency and making improvements in your team and service area.

WORKING HOURS:

This is a permanent full-time position 5 days per week on a 7-day rota. You will be expected to work at least one weekend day, public holidays and school holidays.

Occasional early starts and evening work will be necessary for special events held throughout the year however this is only for a small number of days.

UNIFORM:

Uniform will be provided. Uniform must be worn at all times with a name badge.

SALARY:

To be discussed at interview and subject to successful completion of a three-month probation period.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send you CV and completed Employment Application Form to lynn@colchesterzoo.org

Closing date for applications 29th September 2023.

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.

**SECTION FOUR – Continuous Professional Development, other training, current study
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

**SECTION FIVE – Membership of Professional Body, include any offices held
(type in information)**

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SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)

Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

SECTION SEVEN – PREVIOUS EMPLOYMENT: (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)				
Job Title	Employer	Start Date	Leave Date	Reason for leaving

GAPS IN EMPLOYMENT – please specify reasons and dates for any gaps in employment (type in information)

SUPPORTING INFORMATION - Please provide any information in support of your application. This should provide us with evidence of the skills, knowledge, personal attributes, competence and experience to carry out with the role for which you are applying (type in information)

REFERENCES – Please give the details of two referees, one should be your current or most recent employer (i.e. you line manager or Head of Department) References from family or friends are not accepted if you have an employment history (type in information)

Title:		First Name:	
Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

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Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

DISABILITY – Do you require any special arrangements to be made to participate in the selection process on account of a disability? If yes, please give brief details (type in information)

CONVICTIONS – Have you ever been convicted of a criminal offence i.e. cautions, reprimands or warnings? If yes, please give details of any unspent convictions.

DECLARATION: Please read carefully before signing this application

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. I agree that the organisation reserves the right to require me to undergo a medical examination. (Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor). I agree that this information will be retained in my personnel file during my employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. I agree that should I be successful with this application, I will, if required apply to the Criminal Records Bureau/Scottish Criminal Records Office for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company, any offer of employment may be withdrawn or my employment terminated.

Signed:

Date: