

## **Isle of Wight Zoo Home of The Wildheart Trust**

### **Catering Manager**

An exciting opportunity for an experienced, confident and hands-on Catering Manager who will have the drive and determination to create an outstanding catering department while continuing to ensure our guests feel welcomed and cared for.

Your role will be to ensure the high standard of the Trust's visitor experience is sustained and to grow the business further. You will work in partnership with senior managers and staff across the organisation to ensure the smooth running of our catering function and the visitor attraction as a whole.

**Responsible to:** CEO

**Responsible for:** Suppliers, a small staff, volunteers and liaising effectively with colleagues

**Salary:** Negotiable depending on experience

**Hours:** Full-time (40 hrs), may include some weekends . Some evening hours are required for a few events each year.

### About the Isle of Wight Zoo – Home of The Wildheart Trust

The IOW Zoo has recently become a charity ('The Wildheart Trust') following many years under private ownership. It is the Island's original zoo and is well-loved by the local community and widely visited by residents as well as tourists. Our mission is to inspire and empower people to take positive action to protect our planet and the animals we share it with. We specialise in providing lifelong refuge to rescued big cats. The zoo is nestled within an Napoleonic fort in the picturesque Sandown Bay. The zoo's cafe is connected to our zoo shop and can be visited by non-zoo customers. We pride ourselves on the intimate and friendly feel of our visitor experience and the emphasis we place on caring for each animal as an individual.

### Purpose and objectives:

To promote the mission of the Trust and achieve the Trust's aims which include being a flourishing charity which connects people to wildlife and the environment. Work to increase revenue from all areas of our Catering function while supporting the ethos of the charity.

Lead the Trust's Catering function, ensuring that operations run smoothly and realising the full potential for the Trust Cafe and associated income streams.

Work to transform the Trust Cafe into a central part of the zoo visitor experience while also establishing it as a 'go to' place for locals.

Develop and manage the various catering offerings including on-site satellite stations eg ice-cream hut

### Main duties and responsibilities:

- Ensure the Catering team provide exceptional customer service creating a professional and welcoming atmosphere

- Oversee all aspects of the day-to-day operations, ensuring all staff, systems and processes are operating efficiently and food hygiene and health and safety protocols are adhered to
- Manage the Trust Catering team providing training and support as required
- Develop the Trust Catering team in line with the overall culture of the Trust as a 'one team' organisation, participating as a member of the Management Team and working closely with colleagues across the site
- Take pride in appearance of the staff and premises, maintaining a clean and attractive environment with faultless housekeeping standards
- Uplift and expand the food and drink offering to cater for a range of tastes and budgets
- Maximize the potential to offer a catering experience aligned to the Trust's conservation, sustainability and animal welfare aims
- Ensure the timely production and service of quality foods
- Ensure that the Trust Cafe becomes an integral part of the visitor experience where people feel comfortable and taken care of and their feedback is sought and valued
- Grow and manage catering events to ensure the café facility is utilized to its best potential
- Provide cover for any aspect of the day-to-day operation as required
- Achieve or exceed sales, profitability and other key performance indicator targets
- Assess and review catering activities and develop catering plans to grow the business delivering year-on-year growth in sales and bottom line contribution
- Manage staff rotas in line with budgets
- Manage stock control to ensure appropriate levels are maintained
- Ensure finances and cash are managed in accordance with audit and security requirements and good practice
- Stay abreast with, deploy and master technology
- Contribute to the wider priorities of the Trust, including mobilizing support for promotions or campaigns
- Attend trade shows, conferences, seminars and exhibitions as required
- Any other duties which are relevant to the role

## PERSON SPECIFICATION

### Essential Experience and Qualifications:

- Substantial catering management experience working in a similar catering operation; a proven track record of success in growing sales and delivering targets and KPI's for a catering business
- Understanding of catering principles, including sourcing stock, selecting suppliers, negotiating prices, visual displays, and managing stock levels to suit the seasons
- Experience in creative menu planning
- Resilient, positive and committed to delivering a consistently high standard of customer service through effective staff management and leading by example. Able to respond to customer feedback and constructively resolve any problems
- Financial acumen for developing budgets and plans and monitoring results
- Professional appearance and impression, excellent written and verbal communication and ambassadorial skills at all levels and with a passion for the cause
- Strong organisational and multitasking skills and ability to cope with competing demands
- Management and team leading skills, preferably including volunteers as well as staff, with natural flair for influencing and motivating people on all levels
- Initiative to cope with the unexpected and willingness to be a hands-on member of the catering team
- Experience in HACCP management
- Level 3 Food Safety Certificate
- Excellent IT and technical skills including EPOS, online sales, Word, PowerPoint, and Excel
- Experience of analysing and interpreting financial data in a catering environment

- Integrity and trustworthiness. Able to prioritise security without compromising customer care
- Working knowledge of Equal Opportunities and Diversity practise
- Working knowledge of Employment Law

### **APPLICATION**

Complete the application form and send, together with a CV and covering letter, to [enquiries@islefowightzoo.com](mailto:enquiries@islefowightzoo.com) or by post to CEO, Isle of Wight Zoo, Sandown, Isle of Wight, PO36 8QB

Please Note: successful candidates may be subject to a DBS (Disclosure and Barring Service, formerly CRB) check and references.

Closing date: 29 December 2017