

Catering Manager – Torbay Coast and Countryside Trust

Salary: £28,000 - £30,000

Hours: Full time, 37 hrs per week over 5 days, within a 7 day shift rota

Status: Permanent

Location: Occombe Farm, Paignton

Torbay Coast & Countryside Trust (TCCT), is an independent charity dedicated to looking after the most important wildlife and heritage sites across the English Riviera in Torbay, South Devon. The Trust's ambitious £2 million investment plans for Occombe Farm include a farm animal attraction, indoor and outdoor play facilities, a large farm shop and catering outlets.

We are now looking to appoint a Catering Manager who will play a critical role in preparing the Catering Outlets (Café and Barn Kiosk) as well as recruiting a passionate and engaging team ahead of opening day.

The Catering Manager will report to the General Manager having overall management responsibility for Occombe's Catering Outlets to include both shop operations and people management.

As Catering Manager, you will be responsible for:

- Day to day running and operations of the catering outlets
- Recruitment, management and motivation of catering employees, including training and annual appraisals
- Rota management, ensuring appropriate staffing levels at all times
- Developing and leading a culture of exceptional customer service
- Ensuring catering outlets are presented to the highest standard in terms of cleanliness and display
- All aspects of Health & Safety within the catering outlets, including allergens, food hygiene, temperature control, stock turn, labelling, manual handling and first aid
- Maximising all catering sales and marketing opportunities
- Working collaboratively as part of the site leadership team to deliver innovative and seamless visitor programmes
- Developing the business through collaboration, innovative ideas and response to customer feedback
- Duty management and security responsibilities as an allocated site key holder

- Working to financial budgets as required, including maximising income and controlling costs, setting and delivering budgets, reporting variants, taking mitigating action as required
- KPI reporting for catering operations

What we offer:

- 25 days holiday (excluding bank holidays) increasing with length of service (to a maximum of 27 days excl. bank holidays).
- Company pension scheme
- Free parking at Trust car parks
- Staff discount in Trust operated café and shops
- Commitment to flexible working where possible

What are we looking for?

- Proven experience of leading a culture of exceptional service in a similar environment
- Demonstrable experience of leading catering operations
- Experience in menu development, incorporating local dishes and produce
- People management or supervisory experience
- Rota management experience
- Significant knowledge of food and drink best practice
- Relevant Health and Safety legislation, including allergens and food hygiene
- Health & safety requirements of working with sharp blades and ovens
- Knowledge of best practice customer service
- Leadership skills
- Strong financial skills
- Influencing and negotiating skills
- Ability to build relationships and work collaboratively
- IT skills
- Numerate & literate
- Communication skills
- Excellent people skills
- Personable with good interpersonal skills. You will have a passion for selling and delighting our visitors through great interactions.

For an informal discussion please contact Cath Cooke, Occombe Farm General Manager on 07471 901179 or cath.cooke@countryside-trust.org.uk

To apply for the position please visit our recruitment page (<https://www.countryside-trust.org.uk/vacancies/>) where you will find the job description and an application form.

Closing date: Tuesday 11th May 2021 (5pm)

Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Occombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.