

## JOB DESCRIPTION – CATERING MANAGER

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| <b>TITLE:</b>                          | Catering Manager  |
| <b>REPORTS TO:</b>                     | General Manager   |
| <b>SALARY:</b>                         | £28,000 - £30,000   |
| <b>HOURS:</b>                          | 37 hrs per week over 5 days, within a 7 day shift rota  |
| <b>SUPERVISION/LINE MANAGEMENT OF:</b> | Café Supervisor, Barn Kiosk Supervisor, Head Chef   |
| <b>PRIMARY ROLE:</b>                   | <p>The Catering Manager will report to the General Manager having overall management responsibility for Occombe Catering outlets (Café and Barn Kiosk) to include both operations and people management.</p> <p>The Occombe Farm catering outlets offer high quality local menus. Key responsibilities of the Café Manager are to develop strong supplier relationships, to create an enticing and welcoming environment and to lead a team that provides exemplary customer service as well as to work collaboratively across the business. The role carries a high level of health and safety responsibility with regards to allergens food hygiene and dangerous equipment.</p>  |
| <b>MAIN RESPONSIBILITIES:</b>          | <ul style="list-style-type: none"> <li>• Day to day running and operations of the catering outlets</li> <li>• Recruitment, management and motivation of catering employees, including training and annual appraisals (in collaboration with the HR Manager)</li> <li>• Rota management, ensuring appropriate staffing levels at all times</li> <li>• Developing and leading a culture of exceptional customer service</li> <li>• Ensuring all catering outlets are presented to the highest standard in terms of cleanliness and display</li> <li>• All aspects of Health &amp; Safety within the catering outlets, including allergens, food hygiene, temperature control, stock turn, labelling, manual handling and first aid</li> <li>• Maximising all catering sales and marketing opportunities (collaborative working with the Marketing Manager)</li> </ul> |

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|  | <ul style="list-style-type: none"><li>• Working collaboratively (with Retail, Farm Park &amp; Play and Marketing Managers) as part of the site leadership team to deliver innovative and seamless visitor programmes</li><li>• Developing the business through collaboration, innovative ideas and in response to customer feedback</li><li>• Duty Management and security responsibilities as an allocated site key holder</li><li>• Working to financial budgets as required, including maximising income and controlling costs, setting and delivering budgets, reporting variants, taking mitigating action as required</li><li>• KPI reporting for catering operations</li><li>• Working to all HR, H&amp;S, Food Safety, Environmental and Fire guidelines in line with Trust policy and current legislation</li></ul> |
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**Torbay Coast & Countryside Trust**

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

**Head Office:** Occombe Farm, Preston Down Road, Paignton, Devon, TQ3 1RN. t: 01803 520 022 e: [info@countryside-trust.org.uk](mailto:info@countryside-trust.org.uk) [www.countryside-trust.org.uk](http://www.countryside-trust.org.uk)

**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.

**TORBAY COAST AND COUNTRYSIDE TRUST**  
**Person Specification**  
**CATERING MANAGER**

|                       | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  |
|-----------------------|---|---|
| <b>QUALIFICATIONS</b> | N/A   | BTEC/City & Guilds/NVQ Level 4 in Hospitality & Catering  |
| <b>EXPERIENCE</b>     | <ul style="list-style-type: none"> <li>• Proven experience of leading a culture of exceptional service in a similar environment</li> <li>• Demonstrable experience of leading catering operations</li> <li>• Experience in menu development incorporating local dishes and produce</li> <li>• People management or supervisory experience</li> <li>• Rota management</li> </ul> | <p>Previous catering management experience</p> <p>Experience of setting appraisal objectives and conducting performance and development reviews</p> |
| <b>KNOWLEDGE</b>      | <ul style="list-style-type: none"> <li>• Significant knowledge of food and drink best practice</li> <li>• Relevant Health and Safety legislation, including allergens and food hygiene</li> <li>• Health and safety requirements of working with sharp blades and ovens</li> <li>• Best practice customer service</li> </ul>  | Advanced Health and Safety knowledge  |
| <b>SKILLS</b>         | <ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Strong financial skills (budget management, cost control, data analysis)</li> <li>• Influencing and negotiating skills</li> <li>• Ability to build relationships and work collaboratively</li> <li>• IT skills</li> <li>• Numerate &amp; literate</li> <li>• Communication skills</li> </ul>              | Business development and sales growth   |

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|                    | <ul style="list-style-type: none"> <li>• Excellent people skills</li> </ul>  |  |
| <b>DISPOSITION</b> | <p>Personable with good interpersonal skills. You will have a passion for serving and delighting our visitors through great interactions.</p> <p>You will be an ambassador for Occombe Farm.</p> |  |

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