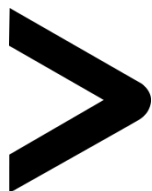


# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



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## JOB DESCRIPTION

<b>JOB TITLE:</b>	Catering Supervisor
<b>REPORTS TO:</b>	Heritage Centre Manager
<b>RESPONSIBLE FOR:</b>	Operational supervision of The Land of Oak & Iron Heritage Centre.
<b>PRIORITY CONTACTS:</b>	Cafe Customers, Visitors, Service Providers, Suppliers, General Public
<b>LOCATION:</b>	Heritage Centre, Spa Well Rd, Winlaton Mill, Blaydon-on-Tyne NE21 6RU
<b>SALARY:</b>	£18,500 per annum, pro rata
<b>HOURS:</b>	35 hours per week. You will be employed on a flexible contract and will be expected to work additional hours. These flexible hours will be agreed by your manager, with a minimum of 24 hours' notice given prior to any additional hours being worked. Flexible additional hours combined with your core hours will be no more than 37 hours in any one week.

### JOB SUMMARY

The Land of Oak & Iron Heritage Centre is set within the beautiful steep-sided Derwent Valley, with an abundance of natural woodland, rare and iconic wildlife.

The Heritage Centre is a vibrant visitor hub, providing a tourist attraction for visitors, exhibitions and interpretation about the fascinating local heritage, heritage skills training for volunteers and incubation space for fledgling businesses. It is also home to the increasingly popular café shrub, specialising in good quality local produce, and a gift shop which showcases local craftspeople from in, and around, the Land of Oak & Iron.

Maintaining high standards with efficient service you will assist the Centre Manager ensuring that the day to day operation of the Heritage Visitors Centre meets the highest possible standards of presentation, quality, hygiene, health & safety, customer service and staff training.

## **KEY RESPONSIBILITIES**

### **Operational Duties**

- Support the Centre Manager in the day to day operations of the Heritage Centre and Cafe Shrub, ensuring a consistent high quality, professional, service provision to all users.
- Assisting the Heritage Centre Manager to plan current and relevant seasonal decorations and displays.
- Supervising in the smooth running of events at the Centre.
- Coordination of room hire and meeting room setup.
- To contact relevant suppliers placing stock orders as appropriate for Front of House, retail and the cafe, adhering to agreed policies for purchase ordering.
- Ensure accurate stock records are maintained through regular and detailed stock counting and stock takes.
- To positively respond to customer feedback and, coordinate with the Heritage Centre Manager any new ideas to the service and ensure customer feedback is communicated to the appropriate staff.
- Preparation and management of cleaning schedules, fire alarm tests and drills, emergency lighting checks and legionella checks.
- Ensure housekeeping log is completed and Health & Safety folder is updated as required.
- To be responsible for locking up and opening up as required
- As required deputise for the Heritage Centre Manager in their absence

### **Finance**

- Operate accurate and effective cash handling procedures as set up, maintaining all appropriate records.
- Ensure all transactions are processed correctly.

### **Staff Management**

- Assist with the overall programme of recruitment, training and retention of staff in line with Groundwork's commitment to providing high standards of service.
- Ensure the team are completing daily and weekly tasks.

### **Additional responsibilities:**

- Comply with all of the Trust's organisational policy and procedures at all times.
- Maintain the integrity of the Groundwork and Heritage Centre brand in all internal and external communications
- Flexible approach to working hours with an ability to work outside normal office hours, to include evenings and weekends as required by the business.
- Flexible in working across two sites where required at The Land of Oak and Iron and The Greenhouse Business Centre
- Any other duties commensurate with the level of the post