



Job Title: Catering Supervisor

Location: The Packing House Café, Middleport Pottery

Salary: £12.99p/h

Hours: 21 per week

We are looking for the right person who is an enthusiastic experienced Cook/Chef with cooking experience and front of house skills to join The Packing House Café.

Are you a team player with a passion for food and people? Do you thrive in a busy environment? If so, then we are looking for someone just like you to help us deliver exceptional customer experience.

The role requires an individual who simply enjoys cooking and a commitment to providing a first-class customer service. Experience of working in the food industry and a customer-facing environment is preferable.

Key Responsibilities:

- Regular weekends and bank holidays are required.
- To include every aspect of the day to day running including front of house and kitchen cover.
- Busy and fast paced environment.
- Reporting directly to the Catering Manager, the Supervisor will support the Catering Manager to keep day to day operations running.
- Demonstrate a professional appearance to set an example to employees.
- Dealing with schedule changes, employee call-ins, and other staffing issues.
- Filling in for absent employees as needed to ensure smooth operation of the business.
- Acting as a role model for all employees by exhibiting a high level of service and attention to detail.
- Need to know how to manage company policies, keep paperwork, stock control, food ordering, and assist with payroll.
- To be Knowledgeable and able to work with food safety practices.
- Duties to include hiring and training new team members and overseeing employee's performance.
- Supervising employees during day-to-day tasks.
- Providing customer support in escalated situations and managing the overall workflow of a workplace.

The right person for this role will:

- Work on own initiative.

- Comfortable in a busy and fast paced environment.
- Be a team player.
- Follow all food safety regulations and complete all daily paperwork.
- Demonstrate outstanding timekeeping and reliability.
- 1 year kitchen experience required.
- Level 2 food hygiene required. Level 3 preferred.

Hours:

Trading hours are 10am to 4pm on a 7-day week basis. Your working hours will be rota'd based on operational requirements

- Regular weekends and bank holidays are required
- 3 days over 7
- Usual shift 9-5

Predominantly daytime working.

Regular weekend and bank holiday working will be required.

Interview dates are flexible.

Please email your C.V. to: lucy.siebert@re-form.org

About us:

Re-Form Heritage owns and manages Middleport Pottery in Stoke-on-Trent. Built by Burgess and Leigh in the late nineteenth century it remains the home of Burleigh pottery. Following regeneration, Middleport Pottery was opened to the public in 2014 and is now an award-winning visitor destination in the heart of the potteries. Re-Form Heritage is the Heritage Development Trust for Stoke-on-Trent and transforms historic buildings at risk for the benefit of the local and wider community. We create places that inspire, educate and connect people with their past.

