

Catering Team Leader - Job Description

Reports to: Catering and Events Manager

Location: Based at Swanage, with regular travel across the Railway

Hours: Part time (25 hours per week, with evening and weekend working)

Contract: Annualised

Salary: £17,000 per annum

Role Purpose

The Catering Team Leader is responsible for leading the day-to-day operation of catering outlets, ensuring high standards of food service, hygiene, customer experience, and team coordination. The role plays a key part in delivering a welcoming, efficient, and safe catering offer that enhances the overall visitor experience while supporting commercial performance across cafés, kiosks, and event catering operations.

Key Responsibilities

Team Leadership & Supervision

- Act as the on-duty lead for catering staff and volunteers.
- Allocate roles and duties including food preparation, service, stock handling, and cleaning.
- Deliver clear shift briefings covering menus, service standards, and safety.
- Provide ongoing supervision, support, and direction.
- Lead by example at all times.

Customer Service & Visitor Experience

- Deliver friendly, professional, and efficient service.
- Promote a welcoming atmosphere aligned with organisational values.

- Manage queues and service flow during busy periods.
- Handle customer queries or complaints appropriately.

Food Safety, Hygiene & Compliance

- Ensure compliance with food hygiene regulations and internal procedures.
- Maintain high standards of cleanliness and presentation.
- Ensure allergen controls, temperature checks, and records are completed.
- Report food safety issues, accidents, or near misses promptly.

Stock Control & Operations

- Monitor stock levels and report shortages or wastage.
- Ensure correct storage and rotation of stock.
- Support till operation and cash handling procedures.
- Help reduce waste and improve efficiency.

Events & Peak Period Operations

- Support catering delivery during events and busy periods.
- Adapt staffing and service to visitor demand.
- Work closely with Events, Retail, and Operations teams.

Training & Team Development

- Support induction and training of staff and volunteers.
- Reinforce food hygiene and customer service standards.
- Provide informal coaching and feedback.

Health & Safety

- Ensure safe working practices.
- Follow emergency procedures.
- Escalate safety concerns immediately.

Person Specification

Essential

- Experience in catering or hospitality.
- Experience supervising people.
- Strong customer service skills.
- Knowledge of food hygiene and allergen controls.
- Calm and organised under pressure.

Desirable

- Food Hygiene Certificate Level 2 or above.
- Experience working with volunteers.
- Event or seasonal catering experience.
- First Aid training.

Personal Qualities

- Approachable and supportive.
- Reliable and organised.
- Team-focused.
- Committed to high standards.

Hours & Commitment

- Annualised hours contract, equivalent to 25 hours per week on average.
- Flexible working to meet operational needs.
- Evening and weekend working required.
- Bank holiday working may be required.