
 **New Opportunity: Catering Supervisor at Hertfordshire Zoo**   
(Part-time, permanent, Sunday & Monday 09.15-17.15/18.15, average of 15 hours per week, plus overtime as required)



Are you ready to take your leadership skills to the next level while working in the heart of one of Hertfordshire's most vibrant attractions? Hertfordshire Zoo is looking for an enthusiastic and motivated Catering Supervisor to join our team!

If you thrive in a fast-paced environment, love delivering exceptional customer service, and want to be part of creating memorable experiences for our visitors, this could be the perfect role for you.

**What You'll Be Doing:**

As our Catering Supervisor, you'll take charge of our food outlets across the Zoo, including the main restaurant, various cafés and outlets and our soft play area. Your key responsibilities will include:

- Leading and motivating a team of catering staff to deliver top-notch customer service
- Ensuring our facilities are clean, well-stocked, and welcoming for all visitors
- Overseeing staff schedules, stock levels, and the day-to-day running of the outlets
- Training and mentoring team members to meet food hygiene and safety standards
- Handling escalated customer queries with professionalism and care
- Collaborating with other departments to ensure smooth Zoo operations

This is more than just a catering role—it's a chance to make a real impact on visitor experiences and help drive the Zoo's success.

**Why Join Us?**

Pay: £12.50 per hour

Holidays: 28 days per year (pro rata)

Exciting Work Environment: Spend your days surrounded by amazing animals!

Development Opportunities: Access to formal and informal training to grow your skills

Team Spirit: Be part of a supportive and passionate team that values your ideas and input

**What We're Looking For:**

We're on the hunt for someone who:

- Has experience in a supervisory or leadership role within catering or hospitality
- Thrives in a fast-paced, customer-facing environment
- Has a positive attitude and excellent communication skills
- Is proactive, organized, and able to manage multiple tasks
- Understands the importance of food safety and hygiene standards (HACCP knowledge is a bonus!).
- Flexibility to work weekends, holidays, and peak periods when the Zoo is busiest.

**How to Apply:**

Ready to embark on an exciting journey with us? Send your CV and a short cover letter explaining why you're the perfect fit for this role to [ian.dawe@hertfordshirezoo.com](mailto:ian.dawe@hertfordshirezoo.com) stating "Catering Supervisor" in the email subject.

Join Hertfordshire Zoo and help us create unforgettable moments for our visitors—while having a wild time yourself!

