

RECRUITMENT PACK

ASSISTANT CATERING MANAGER



May 2024



KNOWSLEY SAFARI

INTRODUCTION

Thank you for your interest in this role and working at The Knowsley Estate, we hope that this recruitment pack provides you with the information that you need to pursue your application. Please ensure that you read all parts of this document in order to complete your application as requested and tailored to the role and person specification.

This pack contains the following:

- About the Knowsley Estate
- About Knowsley Safari
- Benefits of Working at The Knowsley Estate
- Key Information about our recruitment process
- The Role
- The Person
- How to Apply



ABOUT THE KNOWSLEY ESTATE

Owned by The Earl and Countess of Derby, The Knowsley Estate is comprised of two operating entities. Firstly, Stanley Enterprise, the leisure arm of the business, focussing on outstanding quality of customer service and guest experience and home to two great Merseyside icons – Knowsley Hall (lovingly restored from Police offices over the last 25 years by The Earl and Countess of Derby) and Knowsley Safari (Founded in 1971 by 18th Earl, uncle of the current owner). The gardens created from scratch by Lady Derby and the Knowsley Parks & Gardens team. Stanley Enterprise is a legal partnership between Lord Derby & their older son Edward Stanley. Secondly, The Stanley Estate and Stud Company which operates the landed side of the business including farmland, residential properties and Stanley Grange Business Village. Further afield in Newmarket near Cambridge, is Stanley House Stud and which is where the family's 'Mare in a Million' Oujia Board lived.

The walled Park covers over 2500 acres and has been in the continual ownership of the Stanley Family since 1385 and from that time the history of the family has been closely intertwined with the history of the country. If you delve into the family's history, you'll discover that Lord Stanley was created the 1st Earl on the battlefield of Bosworth by Henry VII, the 14th Earl was Prime Minister three times, the 15th Earl was Foreign Secretary and the 17th Earl was Secretary of State for War during the First World War the ambassador to Paris. William Shakespeare and Edward Lear both worked and wrote at Knowsley.

The beautiful park was landscaped with the advice of Lancelot 'Capability' Brown in the 1770's. The park was extended in the nineteenth century and is enclosed by a stone wall 9 ½ miles long. At times in its long history, the park has contained a racecourse and (reputedly) a gold-mine.

At The Knowsley Estate, we know that ultimately, it is our staff's commitment and hard work that will drive us forward. It is our vision to value and invest in our people to inspire them to channel their pride and passion in their work towards our goals. We are committed to the personal development of our staff where aspirations can be met and opportunities are available.



KNOWSLEY

ABOUT KNOWSLEY SAFARI

Knowsley Safari is situated within the grounds of the Knowsley Estate. Animals and discovery have always been at the heart of the Estate – even before the safari park was ever created. Edward Smith Stanley, the 13th Earl of Derby, founding member of the Zoological Society of London and president for 20 years, built up a huge collection of birds, mammals and fish from around the world, many of which had never been seen in Britain before. At the time, Lord Derby's private zoo became the largest and most important of its type in Britain and when he died, his menagerie was as big as 28 bird species and 94 animal species – and an impressive 756 animals bred at Knowsley.

In October 1970, nearly 120 years later, the 18th Earl of Derby got permission to build a 346-acre wildlife and game reserve on part of the Estate. The first in the North of England and the first in a big city. Knowsley Safari Park opened in 1971 and quickly became one of the North West's leading attractions, with new exhibits and the extension of the safari drive to 5 miles in 1973.

In 1994, the 19th Earl of Derby took over and increased the visitor numbers and stepped-up participation in worldwide endangered species breeding programmes. Over the past few years, discussions have been underway to change the safari park as we know it now within the 'Master Plan'. This includes ideas around new animal habitats, a visitor hub, better facilities for guests in the winter months, with attractions and adventure which enable us to be open more days throughout the year. Our Tiger Trail opened in June 2018 and is a great example of the type and quality of exhibit that you can expect to see in Knowsley's future.

We attract over 600,000 guests every year and were awarded the *Large Visitor Attraction of the Year in the Liverpool City Region Tourism Awards 2020*. We do amazing work to inspire and connect our communities with the natural world for the benefit of future generations through our enthusiastic and expert people. Our aim is to be an exemplar in the zoological industry and to other large visitor attractions, we want to be the best!

We are a member of the British and Irish Association of Zoos and Aquariums (BIAZA) and the European Association of Zoos and Aquaria (EAZA).



KEY INFORMATION

BENEFITS OF WORKING AT KNOWSLEY

- 33 days' annual leave, inclusive of bank holidays (increasing with service)
- Access to a generous pension scheme
- Complimentary tickets to Knowsley Safari
- Free entry to affiliated zoo's and collections through BIAZA
- Discounts on a range of products and services offered by the Estate
- Investment from us into you and your role
- Estate Summer BBQ and Christmas Tea Party staff events
- Health Shield Healthcare including health cash plan to cover costs such as dental and optical
- Employee Assistance Programme, a 24/7 counselling and support helpline to discuss any worries or issues anonymously
- PERKS online discount scheme
- Thrive wellbeing app full of tips and techniques to help you monitor and improve your health
- Cycle to Work scheme
- Free Uniform
- Free car parking
- Celebration of Service awards

Shortlisting

Candidates should ensure before they send in their application, that they have read through The Role and The Person thoroughly and that they meet the criteria outlined for this role as a minimum.

Due to the high volume of application we receive, we regret that we are only be able to contact those applicants who have been shortlisted to interview. If you have not heard from us within one month of the closing date, please note that we have decided not to take your application any further at this time.

Right to Work Documentation

We ask all candidates to bring with them documentation to prove that they have the right to work in the UK, this is normally your passport, or birth certificate and proof of national insurance but you will be advised of other documentation if the above do not apply.



THE ROLE

J O B T I T L E	Assistant Catering Manager
C O N T R A C T T Y P E	Permanent
W O R K I N G H O U R S	2080 hours per annum (based on 40hrs per week average). You will be required to work bank holidays, evenings, and weekends.
R E P O R T T O	Senior Catering Manager
S A L A R Y	£28,000

The following job description has been designed to give a clear definition of the role, but it is hoped that the employee will seek to develop the role to the best of their ability and that the role can be developed to make full use of their potential.

Purpose of the Role

You will be an integral part of an extremely busy and complex catering operation. Overseeing up to 70 seasonal staff and 8 outlets including a 160-cover restaurant, a 40-cover café, and 6 kiosks.

Main Duties and Responsibilities

- Reporting into the Senior Catering Manager you will have the support of 2 supervisors and up to 70 seasonal staff members.
- Taking responsibility for the business performance of the restaurant.
- Analysing and planning restaurant sales levels and profitability.
- Organising marketing activities, such as promotional events and discount schemes.
- Preparing reports at the end of the shift/week, including staff control, food control and sales.
- Ensure the business meets its targets for gross margins and labour costs.
- Participate in stocktaking and generating monthly reports.
- Create rotas which are written in line with the business needs and within budget.
- Creating and executing plans for department sales, profit and staff development.
- Ensure all staff are suitably trained to do their role.
- Constant communication with all outlets, kiosks, party areas.
- Managing staff and providing them with feedback.
- Responding to customer complaints.

Main Duties and Responsibilities Continued

- Assist with the coordination of the entire operation of the restaurant during scheduled shifts.
- Along with the manager be present front of house for the needs of the guests
- Ensuring that all employees adhere to the company's uniform standards.
- Recruiting, training, inspiring and motivating staff.
- Organising and supervising the shifts of kitchen, waiting and cleaning staff.
- Maintaining high standards of quality control, hygiene, and health and safety.
- Checking stock levels and ordering supplies.
- Cash handling
- Helping in any area of the restaurant when circumstances dictate including the kitchen so must know every aspect of food preparation and service standards
- Undertaking weekly fire and emergency lighting checks and completion of necessary paperwork
- Have a sound knowledge and understanding of kitchen hygiene and due diligence.
- Performing all duties as required in the managers absence.
- Acting as Duty Manager for the park.
- Any other task the business may feel appropriate.



THE PERSON

The successful candidate will have the following characteristics, skills, and qualifications:

- Candidates will be motivated and professional with leadership proficiency and high-volume catering experience.
- Thrive in high pressure and fast paced situations
- Strive for positive results through the application of your leadership and communication abilities
- Possess sound knowledge in computer skills
- Sociable and love people and be willing to take the lead to ensure we deliver the “Best Day Out Ever” to our guests
- A proven self-starter you will be an inspirational team player that is welcoming, caring and inspiring and will help the catering operation move forward at speed and significantly contribute to its success
- Personality and attitude are key to this role and experience in a high-volume organisation would be advantageous.



HOW TO APPLY

Please send your CV to recruitment@knowsley.com.

CLOSING DATE: Friday 31 May 2024

INTERVIEW DATE: w/c 10 June 2024

START DATE: ASAP

