**The New Forest Wildlife Park**

**Retail & Catering Supervisor**

**Full Time -Permanent – 40 hours per week -weekends and Bank Holidays on rota.**

The New Forest Wildlife Park is a family run Wildlife Park based in the beautiful surroundings of The New Forest.

Reporting to the Retail & Catering Manager, the Retail & Catering Supervisor will assist in overseeing the day-to-day operations of our admissions, café and gift shop, ensuring excellent service, smooth operations, and a welcoming environment for guests.

We are looking for an enthusiastic and proactive individual to join our team. As our Retail & Catering Supervisor, you must be energetic, enjoy a fast-paced environment, and be passionate about providing a memorable day out for our guests.

**Key Responsibilities**

* **Retail and Admissions:** Support the Retail Manager in overseeing stock levels and merchandising in the gift shop. Encourage a positive and welcoming environment for our guests, along with smooth entry to the park.
* **Catering:** Ensure high standards of food quality, hygiene, and service within the café and ice cream kiosk.
* **Team Leadership:** Assist in training, supporting, and motivating staff to deliver outstanding customer experiences.
* **Customer Service:** Engage with visitors, handle queries professionally, and foster a positive experience.

**What We’re Looking For**

* Previous experience in retail and/or catering supervision.
* Strong leadership and communication skills.
* Passion for wildlife and conservation.
* Ability to work in a fast-paced environment.
* Experience in cash handling and till use, including daily totalling and cashing up.
* Knowledge of food hygiene and safety regulations (preferred).

**Please complete the application form on the park’s website.**