



Kent & East Sussex Railway



TENTERDEN TOWN STATION, TENTERDEN, KENT TN30 6HE

Telephone 01580 765155 • enquiries@kesr.org.uk • kesr.org.uk

Job Description - Hospitality Supervisor

Location: Based at Tenterden Town Station

Hours: Full-Time Annualised Hours (including weekends & public holidays as required)

Salary: £26,000 per annum

1. Job Purpose

The Hospitality Supervisor is responsible for the day-to-day operation of station catering services.

This role ensures:

- Provision of high-quality everyday meals and beverages, prepared and served efficiently
- Compliance with food safety management standards
- Support of the paid and volunteer members of the catering team
- Efficient control of costs

2. Key Responsibilities

- Compliance with Food Hygiene Regulations and HACCP requirements.
- Supervise colleagues to ensure compliance with food allergen management
- Oversee the day-to-day running of station catering, ensuring its smooth delivery
- Ensure customers receive a welcoming, efficient, and enjoyable experience
- Ensure high levels of customer satisfaction
- Working with colleagues, provide an attractive offer to meet customer expectations
- Identify opportunities for improvement
- Ensure food is prepared to a high standard, meeting quality and portion control requirements
- Order and control stock, working with local and national suppliers to maintain cost control and minimise waste
- Assist with the creation of staff rotas to ensure adequate coverage

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is a wholly-owned subsidiary of the Kent & East Sussex Railway Co. Ltd.,
the registered charity that owns and operates the Kent & East Sussex Railway

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3. Person Specification

- Proven experience in catering
- Excellent commercial cooking skills
- Level 3 (or higher) Food Safety qualification
- Working knowledge of UK food safety & HACCP regulations
- Strong team building & supervisory skills, ideally with experience of managing volunteers
- Excellent customer service and communication skills
- Ability to work flexibly, including weekends and bank holidays
- Good financial and cost management skills
- Full driving licence

4. Working Conditions & Benefits

- Full-time, permanent role with annualised hours
- Based at Tenterden Town Station
- Weekend and public holiday work required
- Competitive salary
- 28 days holiday (inclusive of Bank Holidays)
- Discounted staff food
- Discounts in our Retail Outlets
- Free membership of charity that owns & operates the K&ESR
- Free travel benefits on the K&ESR
- After qualifying period, 75% discount on many National Rail network fares

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