

COLCHESTER ZOO

Colchester Zoological Society is home to over 150 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, every staff member at the Zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

JOB TITLE: Catering Team Leader

As part of our organisation's mission statement, we aim to provide guests with an excellent customer experience. Successful applicants will make a significant contribution to this by ensuring guests are served a variety of different types of food, drinks and ice creams across multiple restaurants and outlets across the Zoo.

As a Catering Team Leader, you will be helping to provide our visitors a first-class experience within our 15 catering outlets and join the largest department within the zoo with 110 team members. Reporting to the Catering managers, you will be responsible for the supervision of team members as they are preparing and serving food, ensuring they are keeping up with cleaning standards, dealing with customer complaints and ensuring excellent customer engagement.

If you are:

- hard-working and committed
- organised and methodical
- outgoing and adaptable and willing to learn
- able to remain pleasant and calm in a busy and demanding environment
- patient, professional and courteous when dealing with guest enquiries
- confident and outgoing
- passionate about delivering exceptional customer service
- flexible and adaptable to changes
- able to work well as part of a team and independently

we would love to hear from you!

- KEY RESPONSIBILITIES:**
- Contributing to the daily operations and any tasks deemed appropriate.
 - Ensuring that all guests receive a warm, friendly and memorable welcome.
 - Maintaining the cleanliness of all equipment and buildings through follow up of cleaning checklists.
 - Provide a good knowledge of services, products and the law around food and hygiene.
 - Process refunds and close tills at the end of the shift.
 - Working within different catering outlets around the Zoo.

- SKILLS AND QUALIFICATIONS:**
- Previous experience within the catering industry of at least 12 months is required.
 - Training on Food Hygiene and Natasha's law will be provided.
 - Excellent communication skills.
 - Ability to work under pressure in a fast-paced environment.
 - Ability to work both within a team and individually.

EXPERIENCE: Previous experience within the catering industry of at least 12 months is required.

WORKING HOURS: This is a full time position. Applicants must be available to work at weekends and across holiday periods. A limited number of evening shifts are required mainly during special events such as Halloween and Christmas. Finish times vary throughout the year in line with opening hours.

EVALUATION: Successful candidates will be required to submit details for reference checks. The probationary period will be 6 months.

UNIFORM: Uniform will be provided. Uniform must be worn at all times.

SALARY: To be discussed at interview.

HOW TO APPLY

If you are interested in applying, please complete the **Colchester Zoo Employment Application Form**, Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send your CV and completed Employment Application Form to lynn@colchesterzoo.org

Closing date for applications 18th May 2026.

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.