

JOB AND PERSON SPECIFICATION

Job Title:	Café Supervisor
Department:	Hospitality and Catering
Position Type:	Permanent, Full-Time
Salary:	£9.21 per hour
Hours:	37.5 hours per week
Reports To:	Hospitality and Catering Lead
Responsible For:	Café Assistants and volunteers
Key Relationships:	Hospitality and Catering Lead, Hospitality Supervisors, Café Assistants, members of the public

Main Purpose of Position

- To assist the Hospitality and Catering Lead in managing all aspects of the café, ensuring that a warm welcome and excellent customer service are provided at all times
- To directly supervise Café Assistants and volunteers

Key Responsibilities and Duties

- To lead, motivate and supervise staff and volunteers within the café team, offering practical assistance where appropriate
- To consistently demonstrate excellent customer service and food standards and ensure this is followed by all café staff
- To communicate effectively with the Hospitality and Catering Lead, and the café team, to ensure the smooth running of the service
- To maintain a safe and hygienic working environment; with particular emphasis on high standards of cleanliness and tidiness in the kitchen area, on a 'wash as you go' basis, and in accordance with statutory requirements, delegating tasks where appropriate
- To be accountable, alongside the Hospitality and Catering Lead, for good practice and compliance on Fire, Food Hygiene and Health and Safety regulations
- To ensure that all café staff and volunteers are up to date with their mandatory training
- To manage and schedule the team rota, ensuring there is adequate cover at all times
- To show customers to appropriate tables
- To participate fully in taking orders, preparing and serving beverages
- To prepare and plate up basic sandwich orders after 3pm
- To clear tables and prepare dishes for the dishwasher
- To ensure that all payments for meals and drinks are received and recorded, reconciling takings from the till at the end of the day and reporting any anomalies

- To learn and carry out the procedures for start and end of the day, including preparing and shutting down the till, dishwasher, hot water still and coffee machine
- Flexibility and willingness to assist in other areas within the Hospitality and Catering team as needed
- To be a trained First Aider, to Level 3 (First Aid at Work). Training will be provided
- The occasional need to work beyond normal closing time to assist with evening events

Other

- The Job Description is intended to provide a broad outline of the role. The job holder may be required to carry out other duties as the role develops or to provide cover for colleagues where appropriate. In certain circumstances the nature of the job may be changed due to new working practices. The job holder will be expected to accept any necessary training that results and to take on the changes requested.
- It is essential that the job holder reads the Health & Safety Policy as laid down by the Trust and is responsible for being fully conversant with those aspects of the “Health & Safety at Work” Manual which are appropriate to their particular department.
- It is a requirement of the Trust that all employees undertake all mandatory training specified for their role, to include Fire Awareness, Manual Handling, Infection Control, Equality and Diversity and Food Hygiene.
- All key tasks are to be carried out to the standard required by current legislation, and in accordance with any changes in legislation that may ensue in the future.

Person Specification

Essential

- Previous experience of working in a café or restaurant environment for a minimum period of one year
- Till operation, cash and card payment processing
- Basic Food Hygiene certificate
- Ability to remain calm under pressure
- Excellent communication skills, with individuals at all levels

Desirable

- Previous supervisory experience in a café or restaurant environment
- Customer Service training and qualification
- Barista coffee training and experience
- A good understanding of health and safety regulations and food hygiene standards
- First Aid at Work certification

It is essential that all applicants respect the Commission, Vision, Mission and Values of the Trust as shown on the application form.