

Job Description

Community Café Supervisor (16 hours pw minimum)

Reports to: Café Manager

Main Purpose: To carry out duties within the Community Café delivering the Council's vision for the Café, deputising for the Café Manager as required.

Duties (this is not intended to be an exhaustive list):

Supervisory duties

It is expected that a Supervisor will have to perform these duties on a regular basis as part of their day-to-day activity.

1. Deputising for the Café Manager
2. Working in a kitchen including baking, cooking and preparing meals
3. Undertaking ordering, purchasing and stock control (when Manager is on leave)
4. Ensuring cover, manage supplies and stock control to minimise waste (when Manager is on leave)
5. Prepare food in the kitchen,
6. Hands on operations of all aspects of the Café including serving, clearing, and cleaning as required (you will be expected to be hands on and lead by example).
7. To be a Key Holder and taking responsibility for securing and alarming the building if last to leave.
8. Maintaining hygiene and cleansing to the highest standards
9. Supervising Café staff and arranging cover
10. Cashing up and reconciling the till float
11. Assisting with the development of the community aspects of Café
12. Maintaining quality standards and setting these by example
13. Engaging in a positive way with customers to deliver excellent customer service, increase loyalty, engage with the community and work towards gaining dementia/age friendly status
14. Delivering menus that meet the seasonal demand of customers (including hirers of the Community Hall and events in Tower Gardens).
15. Operating strict food allergy controls and provide clear and accurate information to people with food allergies and intolerances.
16. Training staff on the appropriate use of machinery and procedures.
17. Carrying out daily checks on kitchen machinery/equipment to ensure that everything is in working order before operating them. Maintaining and updating records as necessary.
18. Assisting the Café Manager and the Council's Finance Officer to ensure that all purchases, stock and waste are properly accounted for.

19. Ensuring all kitchen and seating areas are kept clean and tidy.
20. Checking and cleaning toilet facilities serving the café as required.
21. Providing excellent customer service, increasing loyalty, engaging with the community and work towards gaining dementia/age friendly status.
22. Cleaning and maintaining all equipment and the kitchen and café areas to achieving the highest standards for food hygiene.
23. Participating in Performance, Review and Development meetings and undertaking a plan of training where necessary.
24. Undertaking any other duties as considered appropriate to the post, which may be assigned by the Café Manager or Deputy Town Clerk.
25. Due to the nature of this position, the post holder will be required to work evenings, weekends, bank holidays and school holidays as these are the peak café operating times.

All employees will ensure that they;

- Take care of their own safety and that of others including wearing any protective clothing
- Ensure that products, equipment and buildings are not damaged by their actions.
- Comply with health and safety procedures and instructions.
- Do not neglect, misuse, damage anything provided in the interest of health and safety.
- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.
- Undergo any training or instruction to enable them to work competently and safely.

Working Hours

Not less than 16 hours per week but otherwise will be based on demand. It is anticipated that the work will be up to full time in the peak periods but will likely drop to the contract hours in the winter. Demand may sometimes be weather dependent and working times may be rearranged at short notice.

Annual Leave

It is an expectation that annual leave will mostly be taken at quieter times to fit in with the demands of the job. Leave outside of this time will need to be agreed well in advance with the Café Manager and Deputy Town Clerk and may not be approved if the Café cannot operate properly in busy periods.