

JOB DESCRIPTION



Position: Café Supervisor

Reports to: Centre Manager

Location: Caistor Arts & Heritage Centre, 28 Plough Hill, Caistor LN7 6LZ

We currently have a fantastic opportunity for a Permanent, Part Time, Cafe Supervisor in our Café@28, located within Caistor Arts & Heritage Centre.

Job duties: Deputise in manager's absence, perform a variety of tasks associated with food production, front and back of house services including food preparation, customer service, till operation, cleaning, Health & Safety, food hygiene and other general duties associated with working in a catering environment.

To take a proactive role in the promotion of the Centre and its facilities, helping initiate new ideas to expand the customer base and expenditure.

Job Type: Part-time, Permanent; minimum of 15 hours per week including weekends, evenings and bank holidays on rotation

Salary: Up to £9.90 per hour

Schedule: Day shift and weekend availability.

Must be over 18 as lone working may be required on occasion

Responsibilities:

Cooking and baking of produce for the café and events

Preparation of the food and beverages served in the café

Supervise, train and motivate café staff and volunteers

Serving customers in a pleasant and courteous manner

Cleaning the kitchen, café area in accordance with Health and Safety Regulations

Keeping cleaning and temperature records (Safer Food) in accordance with Health and Safety regulations

Basic Housekeeping: Clearing tables, washing up & ensuring that the café environment is pleasant and welcoming

Reporting maintenance issues to the Centre Manager

Ensuring that all policies are complied with

Day to day clerical and administrative support for the café, including dealing with incoming telephone calls, mail, supplier invoices, ordering in supplies and staff / volunteer rota

Operating, cashing up and reconciling the café takings daily and reporting any discrepancies

Stock Management: assist with ordering supplies, checking that orders have been correctly delivered and charged appropriately

Assist with catering requirements in relation to bookings for the multi-purpose room and outside catering. Assist with setting up and overseeing these requirements

Additional duties as required within the general scope of the post

Essential

- Can do attitude with proactive approach
- Able to deliver great customer service
- Team player, self-motivated, enthusiastic, reliable
- Positive outlook, demonstrates professionalism, courtesy and openness with others
- Able to comply with legislation and follow all rules and procedures
- Flexible attitude to and embraces change
- Able to work in a busy environment and deliver excellent standards

Ideal Candidate

- Supervisory experience, preferably in a branded coffee or food business
- Have basic financial / commercial understanding - we can teach you the rest
- Be friendly and have a positive 'Can-do' attitude whilst leading by example
- Great communication skills and a confident manner, with the ability to build an excellent relationship with customers
- Have a passion for fantastic customer service and a hands-on management style
- Self-motivated and able to encourage your team to succeed
- Good command of the English language

In return we offer

- Possibility of joining pension scheme
- Training and development opportunities