

**Job Description**

**Job Title:** Saturday Café Supervisor

**Salary Scale:**  £12.21 an hour

**Responsible to:** Ringwood Town Council

**Line managed by:** Manager of Carvers Clubhouse

**Hours of Work:** Saturdays 09:45am to 5.15pm. Café may close a little earlier in Winter.

There will be additional hours available in school holidays, for larger events and occasional weekdays and to cover colleague annual leave.

**Main Purpose:**

Carvers Café is a popular venue for families and young people enjoying the facilities in Carvers Recreation Ground in Ringwood. Our menu includes hot and cold food and snacks, ice cream and children’s lunch boxes. We are a friendly staff team and very reasonably priced. We are looking for someone who can supervise the Café on Saturdays and during school holidays (one additional day per week). The individual must be enthusiastic, friendly and conscientious and will have both food preparation and front of house duties. They will need to be happy to work on their own and will be responsible for creating a welcoming environment and be responsible for all aspects of customer care (including supporting the groups that hire the centre) and following health and safety and food hygiene regulations. Training will be provided.

**Main Duties:**

1. Preparing and serving food in accordance to all health and safety requirements
2. Taking orders from customers in a friendly and efficient manner
3. Taking payments from customers, using the till and credit/debit card facilities.
4. Making and serving drinks
5. Work with the rest of the team to create an interesting, delicious, simple menu with the needs of our customers in mind at all times.

1. Supervising the Café Assistant during the shifts
2. Stock Handling
3. Ensuring work area is clean and tidy
4. To proactively deal with issues and problems as they arise
5. To ensure appropriate attire is worn, presenting clean and tidy, working in a hygienic manner.
6. To play an active role in the effective delivery of the Centre, including opening and closing and supporting groups that are hiring the centre etc
7. To cover additional shifts where possible (for annual leave, sickness etc).
8. To support any volunteers, other staff, work experience placements as required (with support from your manager)
9. To ensure the kitchen and Cafe area is set up to required standards at all times, with Health and Safety and Food Hygiene Legislation adhered to.

**Person specification – Cafe-supervisor**

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| **CRITERIA** | **ESSENTIAL** | **PREFERRED** |
| **Educational Qualifications** | Will need to have a level 2 in food hygiene so willing to undertake | Relevant catering qualifications  Level 3 in Food Hygiene |
| **Knowledge, Qualifications and Experience** | Relevant or similar experience  Willingness to undertake training as required | Experience of supervising and developing staff |
| **IT skills** |  | Ability to use a till/card machines  Able to use IT to order supplies for the Cafe |
| **Practical demands of the role** | Ability to meet the physical demands of a role working in a busy café including lifting  Flexibility of working hours which may change during school term and holidays  Ability to work during school holidays, weekends and occasional evenings for special events |  |
| **Personal Qualities** | An enthusiasm to work with a team to provide an excellent café for children, young people and the community.  A team player but able to work with own initiative. Excellent communication skills.  Smart, clean and groomed appearance; excellent standards of personal hygiene.  Flexible, pro-active and “hands on” approach to tasks.  Proven ability to create and implement new ideas  A love of and experience of working in customer facing roles  A good eye for display and merchandising  An interest in the Council’s aims for Carvers Clubhouse and a commitment to achieving the desired outcomes for young people.  Robust and resilient enough to work within a challenging and changing environment.  Supportive – demonstrating loyalty and commitment to the organisation, Councillors, staff and service users. |  |
| **Personal Style and Behaviour** | Able to create a welcoming environment  Team Working – prepared to lead where necessary, but also to listen and respond positively to the views of Councillors, co-workers, volunteers and service users. |  |