

**Job Description**

**Job Title:** Weekend Centre Supervisor

**Salary Scale:** £12.85 per hour

**Responsible to:** Ringwood Town Council

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

**Hours of Work:**

* **Sundays:** 10:45 AM - 3:15 PM

NB Additional hours may be available during school holidays, larger events and occasional weekdays to cover colleague absences.

**Join Our Team as a Weekend Centre Supervisor!**

Carvers Clubhouse is a vibrant space where families and young people come together to enjoy a warm, welcoming atmosphere. We’re looking for an enthusiastic and reliable **Weekend Centre Supervisor** to oversee our centre operations, kiosk, and activities during weekends and school holidays.

As the face of Carvers Clubhouse during your shifts, you'll ensure the smooth running of the centre, deliver excellent customer care, and maintain the highest standards of food hygiene and safety. We’re a supportive, close-knit team that values initiative and a positive attitude. Training will be provided, so bring your enthusiasm and commitment, and we’ll help you thrive in this role.

**What You'll Be Doing**

1. Kiosk Service:
   * Prepare hot drinks, serve confectionery while ensuring all health and safety regulations are met.
   * Create a welcoming, friendly experience for all visitors.
   * OPTIONAL: prepare basic items from food menu
2. Customer Engagement:
   * Process payments using our till and card facilities.
   * Support and interact with groups hiring the centre or using the facilities inside and outside.
3. Team Supervision:
   * Oversee the Café Assistant during shifts, ensuring a smooth and effective workflow.
   * Provide guidance to volunteers, work experience placements, and other staff as needed.
4. Centre Management:
   * Open and close the centre, ensuring it is ready for visitors and events.
   * Respond proactively to any issues or challenges that arise during your shift.
5. Health, Safety, and Cleanliness:
   * Maintain a clean, organized, and hygienic environment.
   * Adhere to all Food Hygiene and Health & Safety legislation.
6. Stock Management:
   * Monitor and handle stock to ensure smooth operations.
7. Flexibility:
   * Cover additional shifts for colleagues’ annual leave, sickness, or special events where possible.

**What We’re Looking For**

We’re looking for someone who is:

* Friendly and approachable, with a passion for excellent customer service.
* Organized and proactive, able to handle responsibilities independently.
* Conscientious and reliable, with attention to detail and a commitment to maintaining high standards.
* Flexible and enthusiastic, eager to adapt and support the team where needed.

Experience in retail, café or similar role is beneficial but not essential—training will be provided.

**Why Join Us?**

* Work in a fun, community-focused environment where no two days are the same.
* Build relationships with friendly visitors and a supportive team.
* Develop valuable skills in customer service, food preparation, and team leadership.

**Person Specification – Centre Supervisor**

| CRITERIA | ESSENTIAL | PREFERRED |
| --- | --- | --- |
| Qualifications | Willing to complete Level 2 Food Hygiene certification if not already held. | Level 3 Food Hygiene certification. |
| Experience | Experience in supervising a retail, café, community space, or similar role. | Experience of supervising staff |
| IT Skills | Able to use a till and card machines. Basic IT skills for managing bookings, communications. |  |
| Practical Requirements | Physically capable of handling tasks like setting up rooms and moving furniture. | Flexible with working hours, including weekends, holidays, and occasional evenings. |
| Personal Qualities | Able to work independently while collaborating effectively with a team. Professional appearance and high standards of hygiene.  Flexible, proactive, and hands-on approach. An interest in supporting the aims of Carvers Clubhouse. |  |
|  |  |  |
|  |  |  |
|  |  |  |

**This specification highlights the balance of skills, enthusiasm, and adaptability needed to excel as a Centre Supervisor, ensuring the smooth operation of a vibrant and inclusive space at Carvers Clubhouse.**