



Ringwood Town Council

Job Description

Job Title: Café-Supervisor

Post Number: TC28

Salary Scale: TBC

Line managed by: Manager of Carvers Clubhouse

Hours of Work: The Café opening hours vary throughout the year. It is open lunchtime and afternoons Monday to Friday, and Monday and Saturday mornings. Longer opening hours may apply during school holidays and occasional evenings for special events. When applying, please state which hours you are able to work.

Main Purpose:

We are looking for an experienced individual to run the Café at Carvers Clubhouse. The individual must be enthusiastic, friendly and conscientious and will have experience of both food preparation and front of house duties. They will need to be happy to work on their own when they will be responsible for creating a welcoming environment and 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. To provide an interesting, delicious, responsive, simple menu with the needs of our customers in mind at all times.
2. To be able to personally prepare and deliver all items offered on the menu.
3. To ensure the kitchen and Café area meets required standards at all times, with Health and Safety and Food Hygiene legislation adhered to.
4. To ensure that you provide a friendly and efficient service to all customers and ensure their needs are met at all times.
5. To supervise assistant staff during their shift, ensuring that they have clear knowledge of their role and duties.
6. To ensure stock rotation of counter products and beverages, and that deliveries are checked for quantity and quality.
7. To ensure all cleaning schedules, food temperature and fridge temperature records are current and contain information required by food safety regulations with any testing carried out as instructed. All kitchen equipment to be properly maintained and used safely, ensuring the competency of others.

8. To take payments from customers, using the till and credit/debit card facilities.
9. To proactively deal with issues and problems as they arise.
10. To ensure appropriate attire is worn, presenting clean and tidy, working in an hygienic manner.
11. To play an active role in the effective delivery of the Clubhouse, including opening and closing at times, supporting groups that are hiring the Clubhouse etc.
12. To cover additional shifts where possible (for annual leave, sickness etc.)

Person specification – Café-supervisor

CRITERIA	ESSENTIAL	PREFERRED
Educational Qualifications	Relevant catering qualifications	Level 3 in Food Hygiene
Knowledge, Qualifications and Experience	Relevant or similar experience Able to deliver a relevant menu to suit young people and the wider community Willingness to undertake training as required	Experience of supervising and developing staff
IT skills	Able to use a till/card machines (with training)	
Practical demands of the role	Able to meet the physical demands of a role working in a busy café	Flexibility of working hours which may change during school term and holidays Able to work during school holidays, weekends and some evenings for special events
Personal Qualities	An enthusiasm to work with a team to provide an excellent café for 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	

	<p>A good eye for display and merchandising.</p> <p>An interest in the Council's aims for the youth and community centre and a commitment to achieving the desired outcomes for young people.</p> <p>Robust and resilient enough to work within a challenging and changing environment.</p> <p>Supportive – demonstrating loyalty and commitment to the organisation, Councillors, staff and service users.</p>	
<p>Personal Style and Behaviour</p>	<p>Able to create a welcoming environment</p> <p>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.</p>	