

Job title	Cafe Supervisor
Reports to	Director for Commercial Development and Finance
Grade	3
Salary	£8.90 per hour - £17,421.75 full time (37.5 hours per week), pro-rata for part-time
Hours	17 hours per week across Friday afternoon (2 hours), Saturday (7.5 hours) and Sunday (7.5 hours) with additional hours available as agreed. Hours are only for 7 months of the year (Easter – October)

Important note:

This is summarised job description used for recruitment and is supplemented by a fuller version which breaks down tasks into more detail. The full version is used for scoring and grading roles within Brunswick. When a job offer is made, the full job description is provided for the successful candidate to see before accepting the job.

Our mission statement:

To enable people with learning difficulties ('workers') to enrich their lives through work, developing relationships and building communities.

Main purpose of the post

The Café Supervisor is responsible for the smooth-running of our café's which is open at **weekends and Bank Holidays only**. The post holder will supervise and support any front of house staff and volunteers. The role will lead staff and volunteers in creating a relaxed environment for our customers to enjoy as well as carrying out basic food preparation, leading on health and safety in the cafe including food hygiene standards. The post holder is responsible for managing staff, ordering stock and supporting the promotion and development of the cafe.

Core responsibilities, tasks and duties:

Customer service and experience

- To offer a friendly and warm welcome to customers and deliver excellent customer service throughout their visit.
- To efficiently take customer orders, serve drinks and cakes, and put food orders through to the kitchen.
- To carry out some basic food preparation
- To confidently handle sales transactions using our till and cash up at the end of the day.
- To respond to any customer complaints fairly, respectfully and assertively.
- To help keep the cafe and kitchen area clean and tidy. This will include clearing tables, washing up, putting crockery away, emptying the bins as needed etc.
- To ensure good food presentation of cakes / traybakes, both when displayed and served.
- To take overall responsibility for health and safety in the front of house including that it is kept tidy and is a safe working environment.
- To have a good awareness of food hygiene regulations and of food allergies / intolerances.

Supporting staff and volunteers

- To supervise and support café staff and volunteers.
- To identify opportunities for volunteer involvement and their training needs
- To direct staff and volunteers with tasks to aid the smooth running of the café.
- Identify training needs and liaise with management about how to meet these.
- To have an awareness of supporting young volunteers (under 18) and of safeguarding children.

Supervising and supporting café operations

- To open up and close down the café including ensuring that the buildings and site are locked and secured if you are the last person on site.
- To be responsible for food hygiene standards and promote good practice.
- To direct and contribute to clear record keeping for the cafe eg. fridge temperatures, cleaning records; and any information needed to inform future work or development.
- To make decisions about whether to send staff or volunteers home early if the café is very quiet and it is not cost effective to have additional staff present.
- To make decisions in response to any unforeseen issues that arise whilst the café is open including deciding if the café needs to close eg. In the event of serious accident.
- To contribute to risk assessments as needed for the cafe.
- To complete stock checks and order stock as required.

Developing the Brunswick Cafe

- In conjunction with the Director for Commercial Development and Finance, to help develop the overall direction of the cafe by contributing to a business strategy and then putting this into practice.
- To build an effective relationship with the Brunswick Catering Area Leader about food required for the café and any other related developments.

General responsibilities:

- To be flexible within the broad remit of the post and complete any other duties as may reasonably be required.
- To follow organisational policies, procedures and guidelines.
- Maintain and further professional development through participation in training and learning opportunities. Some training is mandatory.
- To be a proactive problem-solver around issues that arise in the cafe.
- To be a supportive member of the wider staff team and take responsibility for your own duties and role.
- To be a positive and professional representative of Brunswick in the wider community.
- To contribute to record keeping and good administration as needed e.g. administration of orders and deliveries etc.
- To be aware of safeguarding and child protection.
- To embrace and promote equal opportunities in our work.

Knowledge and skills	
Food Hygiene certificate (Level 2 or above) or willingness to complete training for it	E
Ability to work to food hygiene regulations including food storage and handling, and record keeping as needed.	E
Ability to think commercially about the cafe whilst also considering Brunswick's resources.	E
Excellent customer service skills	E
Excellent communication and interpersonal skills	E
Ability to work on your own initiative and be confident to take decisions within your remit	E
Ability to handle cash and card payments and cash up	E
Good literacy and numeracy skills	E
Ability to support and train up new volunteers and/or paid staff	E
Ability to motivate and supervise others with enthusiasm and a positive, friendly attitude.	E
Ability to support others and assertively, honestly and sensitively discuss issues with volunteers or staff.	E
Awareness of health and safety, using safe working practices and risk assessments.	E
Awareness of safeguarding including child protection	D
Experience	
Experience of front of house or working in a restaurant or cafe	E
Experience of supporting volunteers	D
Cash handling experience	D
Use of a till and pdq machine	D
Personal qualities	
A highly respectful and positive attitude towards people with learning difficulties.	E
To be a practical, common-sense problem solver and decision maker	E
To be an enthusiastic champion for the Brunswick café	E
To be self-aware and able to reflect on personal interactions with people	E
To be able to keep calm under pressure and focus on working out the solution	E
Friendly, enthusiastic and customer-focussed	E
Punctual, honest and reliable	E
Special criteria	
Able to manage the physical demands of this role i.e. Able to be 'on your feet' for most of the day, carrying trays of crockery etc	E
This post is subject to a Disclosure and Barring Service (DBS) check.	E
Ability to attend occasional team meetings outside of the usual working hours.	D