

JOB DESCRIPTION

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| Vacancy reference: | SRF41265 |
| Post Title: | Cafe Supervisor |
| Grade: | Grade 3 |
| School/Department: | Catering, Hotel and Conference Services |
| Reports to: | Retail Catering Manager |

Purpose

To supervise café operations

Main duties and responsibilities

- Ensure good food hygiene, health and safety practices.
- Maintain a safe and secure working environment.
- Adhere to the University food safety code of practice.
- Maintain a high standard of personal hygiene.
- Ensure customer satisfaction.
- Establish and maintain a rapport with customers.
- Deal with individual customer feedback, respond to requests and enquiries from customers.
- Supervise the cash operations including, opening, operating and closure of the payment points, in line with financial procedures.
- Secure all floats and cash takings in line with financial procedures.
- Prepare the food service and customer areas.
- Maintain the food service and equipment
- Order supplies from CPU and other internal and external suppliers
- Stock control
- Complete all HACPP documentation and ensure that the unit is managed in line with company policy.
- Securing premises responsible for, opening & closing premises in line with company policy.
- Supervise multiple shift patterns
- Develop & lead teams
- Conduct one to one meetings and job chats
- Engage with the principles within the Investors in People best practice models associated with FMD.
- Follow all regulations & legislation including fire procedures, C.O.S.H.H. & accident procedures.
- Flexible working to meet peaks in demand as required, including out of hours working.
- Such other duties as may be required by the Catering Management Team and to deputise as required.
- To take reasonable care for your own health and safety, and that of persons who may be affected by your acts or omissions at work. You are required to consult your immediate manager on precautions and procedures relevant to your activities. You must comply with local rules, safe

working procedures and emergency arrangements and must not interfere with or misuse anything provided in the interests of health, safety or welfare.

Supervision received

Will report the Retail Catering Manager and will be expected to work with minimum supervision

Supervision given

Will supervise all staff based within the café

Contact

N/A

Terms and conditions

36 hours per week, 52 weeks per year. Some evening and weekend working may be necessary.

The café is a 7 day a week operation and you may occasionally be required to work weekends and occasional evenings. This may include solving issues over the phone during these times.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 14/05/21

PERSON SPECIFICATION

| Job Title | School/Department |
|-----------------|-----------------------------------------|
| Cafe Supervisor | Catering, Hotel and Conference Services |

| Criteria | Essential | Desirable |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Skills Required | <ul style="list-style-type: none"> • Team leading skills • Able to communicate effectively with teams • Excellent Customer Service focus • Good written and verbal communication skills • Problem solving attitude and skill | <ul style="list-style-type: none"> • Ability to embrace and implement change and motivate staff to achieve results • Computer Literate in MS Office : Word and Outlook |
| Attainment | <ul style="list-style-type: none"> • Certification of Basic Food safety | <ul style="list-style-type: none"> • Evidence of further CPD • Certification of Health and Safety at work regulations • Supervisory training • GCSE/O Level Qualifications |
| Knowledge | <ul style="list-style-type: none"> • Good Knowledge of catering operations • Good Knowledge of retail operations | <ul style="list-style-type: none"> • Appropriate working knowledge of EPOS pay points |
| Relevant Experience | <ul style="list-style-type: none"> • Experience of supervising retail catering units • Enhancing customer service levels • Team training and development • Management of small to medium sized teams | <ul style="list-style-type: none"> • Dealing with other service providers and contract services • Management of financial systems, operations and procedures |
| Disposition | <ul style="list-style-type: none"> • Ability to cope with varying workloads whilst remaining calm and focused | <ul style="list-style-type: none"> • Able to convert policies into operational actions • Understands greater organisational needs as reflected upon the role of the team. |
| Other | <ul style="list-style-type: none"> • Work flexibility to cover peaks of business | |

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| Completed by: Martin Batt | Date: 14/05/21 |
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