



Job Description:

Job Title	Cafe Supervisor
Line Manager	Cafe Manager
Pay Band	
Contracted Hours	
Primary Location	Wrexham
Key Responsibilities <ul style="list-style-type: none">• To effectively manage and develop the Cafe to maximise income and profitability, and in conjunction with the Cafe Manager be responsible for achieving agreed targets• To ensure that the cafe is presented to the highest standards and reflects the brand values of the hospice.• To provide excellent customer service to all users of the cafe• Key holder responsibilities including opening and closing and ensuring that the cafe is always secure.• To set up and manage the cafe each day• To attend team, front of house and staff meetings as appropriate• To attend training as required• To manage a team of volunteers	

Staff Management in conjunction with the Cafe Manager

- To oversee and direct the front of house team
- Ensure that the cafe team provide a warm and welcoming environment and that customer service is efficient and outstanding
- To promote and develop good working relationships with volunteers
- To manage team/volunteer rotas, hours, holidays etc as required.
- Ensure high levels of cleanliness and hygiene are always maintained
- To ensure that you and your team always have a thorough knowledge of the hospice and act as ambassadors and customer service champions, delivering a consistently warm and friendly customer experience.
- Maintain excellent levels of communication with the cafe team and broader hospice staff.
- To work closely with the Volunteer Co-ordinator to recruit, train and develop volunteers as and when required.
- Be responsible for the cleaning rota, deep clean of cafe area and completion of daily records for health and safety
- Be responsible for reporting repair and maintenance of cafe equipment and machinery

Finance

- Cash handling, float management and till reconciliation daily.
- To ensure the cafe team is trained and competent in using the till.
- To implement till and pricing updates with the Cafe Manager.
- To report any till discrepancies/concerns to the Cafe Manager

Events

Be responsible for the smooth running of the cafe during events. This will include catering, hosting early morning and late-night opening, working with the income generation team.

Health and Safety

- To maintain high standards of hygiene, in accordance with the 'Food Hygiene Policy' and current legislation, keeping abreast of any new legislation.
- To ensure that all relevant records are maintained in accordance with current Food Hygiene Legislation.
- To attend meetings and training sessions as required
- Other duties as identified by the Cafe Manager commensurate with the post.

Duties in Common with Other Members of Staff:

Training and Education, Health and Safety Policies and Procedures: Equal Opportunities

- To report accidents recording the incident in the relevant book
- To adhere to Fire and Health and Safety regulations and always maintain a safe working environment
- To ensure cost-effective use of resources, to be responsible for managing the relevant budget, and to co-operate with your line manager in the response to regular financial reporting
- To be an ambassador for the charity
- To maintain the best appearance of your immediate working area
- To develop training of staff and volunteers
- To be responsible for liaison with the Catering Manager regarding your own development needs
- To deliver wider training initiatives and promotional activity in the best interests of the charity
- To take responsibility for being up to date with current policies, legislation, and procedures and to adhere to these
- To treat everyone with whom you have contact through your work with equal dignity and respect regardless of race, colour, gender, marital status, creed, religion, disability, age, or any other factor that could be used in a discriminatory manner

General Requirements

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the staff handbook

Competence You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during your duties, you should immediately speak to your line manager / supervisor.

Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols, and guidelines always.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and to report any hazardous situations or defective equipment.

Data Protection and Confidentiality

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure, and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

Records Management

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create, or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal, and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

Reviewed Feb 2022



PERSON SPECIFICATION

JOB TITLE: Cafe Supervisor

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none">• Good general education including maths and english• Food Hygiene Certificate		
EXPERIENCE	<ul style="list-style-type: none">• Minimum of 3 years recent experience of front of house management• Experience of working in a cafe or other fast paced catering environment• Experience at supervisory level• Cash handling and stock control		
SKILLS	<ul style="list-style-type: none">• Ability to delegate work and to lead and motivate team to achieve results		
KNOWLEDGE	<ul style="list-style-type: none">• Have a full understanding of exemplary customer service and evidence of delivering this consistently		
PERSONAL QUALITIES <i>(Demonstrable)</i>	<ul style="list-style-type: none">• Friendly & confident demeanour• Ability to lead a team• Excellent customer service skills• Effective and confident communicator•		
OTHER RELEVANT REQUIREMENTS	<ul style="list-style-type: none">• A flexible approach to working• Some unsocial hours will be a requirement of this role.	Clean driving Licence	

Signed.....

Date.....

