



**Café Supervisor**  
Job Description & Person Specification

New Bridge Group  
**Learning Together, Learning for All, Learning for Life**

Job Description	
Job Title:	Café Supervisor
Pay Grade / Scale / Range:	NJC SCP 7-11 (£19,554 -£21,166 per annum)
Benefits & Perks:	Flexible Working, occupational pension scheme, occupational sickness scheme, full training
Working hours:	36 hours 40 minutes per week, full year. Ability to work the hours needed to meet all the demands of the job.
Location:	Atrium Café  However, employees may be based within any site of the New Bridge Group
Special circumstances:	Some out-of-hours working required at busy times.
Staff responsible for:	Catering staff
Accountable to:	Assistant CEO (Future Finders Employability College and KS5 Pathways)
Probationary period:	6 months

### Job Purpose

To be responsible for the successful running of the café concession and to ensure that customers' expectations of food and beverage and customer service are met. The day to day supervision of the catering staff and members. Ensuring that legal obligations with regards to food hygiene and environmental health regulations are met. To support students and job coaches to learn roles and participate in the daily operations of the Cafe.

### Main Duties and Responsibilities

#### Operational:

1. To co-ordinate and manage all catering and associated services at the appointed premises.
2. To take responsibility for the presentation of the food and beverages offered for sale

3. Ordering of all supplies, ensuring food and equipment stocks are maintained to the required levels on a daily basis to maximise stock and reduce waste
4. Planning and organising appropriate menus, considering all special dietary needs as required.
5. Ensuring safe storage of goods
6. Food preparation and service in line with food hygiene regulations
7. Day to day supervision of the catering staff assigned to the appointed premises, including organising the staff rota

### **Customer Service:**

8. Setting the highest standards of customer service in the café.
9. Maintaining a positive customer and client relationship at all times
10. Maintaining the highest level of customer contact, keeping complaints to a minimum and ensuring these are dealt with professionally and promptly
11. To be visible and available throughout service periods whilst on duty.
12. To be aware of customer needs and adapt service to suit.

### **Health and Safety:**

13. Responsibility for all Health and Safety issues within the café
14. Ensure the safe operation of the café and use equipment in a safe manner
15. Assess potential hazards and take appropriate action to minimise the risk.
16. To comply with all company and legislative regulations in relation to food production, cleaning, premises and services
17. Ensure your own safety and those with whom you are working
18. Apply first aid when necessary appropriate to your skill level
19. Report all safety matters to the relevant manager
20. Remove waste from and maintain all areas in good, clean and serviceable order
21. Report all breakdown of equipment to responsible parties

### **Finance:**

22. Operation of till and ensuring correct money handling and receipts of cash
23. To ensure all goods and services are fully charged for.
24. To be responsible for the security of the unit money at all times.
25. Ensure all administration and bookkeeping tasks are accurately maintained.

### **Standard duties:**

1. To understand the importance of inclusion, equality and diversity, both when working with students and with colleagues, and to promote equal opportunities for all.
2. To uphold and promote the values and the ethos of the Group
3. To implement and uphold the policies, procedures and codes of practice of the Group, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying and safeguarding/child protection.
4. To take a pro-active approach to health and safety, working with others in the

- Group to minimise and mitigate potential hazards and risks, and actively contribute to the security of the school, e.g. challenging a stranger on the premises.
5. To participate and engage with workplace learning and development opportunities, subject to the Group training plan, working to continually improve own performance and that of the team/Group
  6. To attend and participate in relevant meetings as appropriate.
  7. To undertake any other additional duties commensurate with the grade of the post.

### **Site**

It is expected that you will work across all sites within the New Bridge Group.

### **Other Responsibilities**

To perform from time to time such other duties as the CEO may reasonably assign.

### **Use of Technology**

The New Bridge Group is making increased use of computer technology and the majority of staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable timely and accurate information and communication. The Group will provide any necessary training.

### **Attendance at Meetings**

As part of the communication processes in place to keep all staff informed and up to date about matters relating to their jobs and employment, staff will be required to attend meetings within their working time. Reasonable notice of these meetings will be given unless this is not possible due to exceptional circumstances.

### **Continuous Professional Development**

All staff have a responsibility to continue their professional learning and development that supports them in carrying out their day to day roles. Staff will be supported in this through the Group's probationary period (all posts are subject to a six month probation period), Supervision (appraisal), Professional Review and Development and staff development processes.

**Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment. For child protection purposes an enhanced disclosure will be required for this post.**

**APPLICANTS: PLEASE SUBMIT EVIDENCE OF PREVIOUS EXPERIENCE SKILLS AND ABILITIES ONLY AGAINST THE CRITERIA EMBOLDENED BELOW**

<b>Job Specification</b>	
<b>Selection Criteria</b>	<b>Assessed By</b>
<b>Education, Qualifications &amp; Training</b>	
<b>Food Hygiene Certificate</b> <b>First Aid Certificate or willingness to gain First Aid Certificate.</b> Willingness to undertake training as required	Application Form & Interview
<b>Knowledge &amp; Experience</b>	
<b>Previous catering experience</b> <b>Experience of supervising others</b> <b>Experience of using a variety of catering and cleaning equipment</b> <b>Experience of undertaking some tasks which need physical effort and fitness appropriate to the duty.</b>	Application Form & Interview
<b>General Skills and Abilities</b>	
<b>Good customer service skills with drive and enthusiasm to achieve</b> <b>Punctual, with a professional outlook and able to work under own initiative and without supervision</b> <b>Ability to work as part of a team.</b> <b>Excellent interpersonal skills and the ability to communicate well with adults and students</b> <b>High standard of personal hygiene and appearance</b> <b>Ability to move between sites if required</b> <b>Ability to accurately complete paperwork and accounting processes as required.</b> <b>High energy levels, a cheerful disposition and the ability to work under pressure</b> <b>To be a strong role model with the ability to coach and support others</b> <b>Ability to demonstrate attention to detail and to follow Group procedures.</b> Understand and recognise the importance of having a secure and safe working environment Understanding of health & safety including moving and handling environment in the school Ability to work in accordance with the Group's health and safety policies and the code of safe working practice for catering staff Understanding the importance of safeguarding and confidentiality to protect pupils.	Application Form & Interview