

## **Job Description**

### **Café Supervisor**

**Hours of work:** 28 hours per week. Typical shift pattern 2 x 7 hrs admin shifts and 2 x 7 hrs cafe shifts, subject to two-week rolling rota. Weekend working and bank holidays included as per rota.

**Type of contract:** Permanent

**Based at:** Nature Discovery Centre, Thatcham.

**Croner rank:** 6

### **Job Purpose**

The Nature Discovery Centre is a thriving nature reserve which offers a great day out for all the family.

The café sits within our visitor centre and offers welcome refreshment to the broad range of visitors to the site.

The management of the busy café.

To help us deliver our home made and local offering including, homemade cakes.

To uphold excellent food hygiene, health, and safety standards; to line manage the cafe team.

Working alongside the Visitor Operations Manager it will promote income generation for the centre.

### **Reporting Line**

This post reports directly to the Visitor Operations Manager

### **Line Management**

This role line manages the Café Shift Leaders & Café Assistants, and a small number of zero hours workers during peak periods.

### **Budgetary Tasks**

This post assists the Visitor Operations Manager with the preparation of the café budget and ensuring the café is meeting its budgetary targets.

### **Key Responsibilities**

- Effectively directing and overseeing the operation of our busy café
- Ensuring all food safety and hygiene standards are compliant with current legislation
- Providing appropriate training to the café team on systems, processes, and recipes, to ensure standards are maintained
- Keeping up to date documentation, ensuring its available to all cafe employees
- Being a role model for good communication within the team
- Promoting team working
- Accountability for the smooth running of the café during daily operations and events
- Creating an amazing guest experience

- Assisting the Visitor Operations Manager in managing cost effectiveness of the café and maximising profit.

#### As Line Manager of the Café Shift Leaders & Café Assistants

- Ensuring all staff have current food hygiene qualifications and are applying their knowledge appropriately through our checks and procedures
- Regularly auditing our food hygiene documentation
- Organising and maintaining the café staff rota to ensure adequate cover
- Conducting regular café team meetings, 1:1 check ins and development reviews
- Authorising all types of leave and confirming return-to-work processes after periods of absence
- The recruitment and induction of new team members

#### General Café Duties

- Promoting good customer service
- Working 1 in every 2 weekends, and the occasional bank holiday
- Any other duties as delegated by the line manager or Director
- Contributing to cake making

Any other duties as delegated by the Chief Executive.

#### Person Specification

- Level 2 Food Hygiene qualification with ability to attain Level 3 Food Hygiene\*
- Experience of working in a busy customer focused environment
- A welcoming approach in dealing with the public and colleagues
- Proficient IT user (MS Word, Outlook, Excel)
- Excellent organisational skills, ability to work under pressure
- Able to show the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion

\*The Café Experience Manager will need to pass Food Hygiene Level 3 training within six weeks of starting in post.

They will also complete First Aid and Defibrillator training within six months.

A failure to pass these tests is likely to mean that the employment will be terminated.

#### Measurements Of Success

- Maintain a hygiene rating of Level 5
- Low wastage and good stock management
- Increased levels of income generation
- Visitor satisfaction surveys
- A positive and efficient Café Team