**Ochiltree Community Hub Café Supervisor Job Description**

**MAIN PURPOSE OF THE JOB**: Working with and reporting to the Café Manager, manage the daily running of the Ochiltree Community Hub Café. Create an environment that is welcoming to existing and new customers and develop a self- sustaining community café that provides a varied and healthy menu together with consistent, professional service. Work co-operatively with all staff and volunteers to ensure that the café can continue to provide quality customer service. The catering supervisor is a practical, hands on role, with much of the working hours spent in the kitchen and service area, cooking, preparing and serving food, although some administration work will be required.

**ACCOUNTABILITY:** The post-holder is directly responsible to the Café Manager, in their absence the Hub Manager, OCH Chair or their nominated deputy

**HOURS:** 39 hours per week which includes weekend working

**SALARY**: Permanent position contract – Paid at the Living wage rate

**Areas of Work Main Tasks and Responsibilities**

**Daily Management of Café**

**Staff**:

* Ensure that the café is adequately staffed – rotas and volunteers to be co-ordinated, provide supervision and support to cafe volunteers. Provide in-house training to volunteers on food hygiene as required

**Customer Service:**

* Ensure a professional level of customer service is delivered by all café staff and volunteers at all times.
* Maintain the opening times as agreed

**Health & Safety:**

* Ensure that the kitchen, and café area are clean throughout the day and meet first aid and health & safety requirements including quarterly risk assessments
* Ensure the kitchen and café area’s equipment and furnishing are properly maintained and to notify the Cafe manager of any damages
* Create procedures for and ensure compliance for handover to and from other kitchen users
* Work within Ochiltree Community Hub’s Equalities and Diversity Policy through personal example, open commitment and clear action, ensuring fair treatment in employment, service delivery and external communications

**Food Management:**

* Ensure that all foods that are prepared, cooked and stored in the café meet a high standard of food hygiene
* Monitor and record all steps and activities of food processes to make certain food is safe – use “Safer Food Better Business” or similar
* Organise, manage and purchase café supplies in order that the café is able to meet the needs of its customers
* Working with the Café Manager and Hub Manager – plan, implement and evaluate the café on a quarterly basis in order that the café; Continues to provide a healthy and varied menu; is run professionally and profitably; has procedures in place to facilitate its efficient running.

**Person Specification Café Supervisor**

* Good standard of education
* Food Hygiene certificate
* Previous experience of working in a similar environment
* Customer Care experience
* well organised, can delegate and also perform all the roles within the café
* good presentation skills
* Itis important that the Café Supervisor, must be able to lead and develop a team of individuals with varying talents and skills

Supporting and encouraging volunteers to develop new skills and confidence

**Other Duties:**

* To carry out other duties as required by the Café Manager, Hub Manager, Chair or their nominated deputy
* The role will include key-holder responsibilities and in the absence of the Café Manager or Hub Manager should an issue arise, you would ensure that the Chair or their nominated deputy is made aware of the issue