

Job Description – Café Team Leader

Job Title: Café Team Leader

Reports to: Cafe Manager

Salary: £9.25 per hour

Hours of Work: Negotiable – 16 – 30 hours per week.
The Job Holder will be expected to work flexibly within the opening hours of the centre (09:00am – 7pm Mon-Sat, 12pm-6pm Sun), including weekends and bank holidays.

Normal Place of Work:
The Hideaway
Partington Shopping Centre M31 4EL

Job profile:

To staff the community café, preparing food and drinks, assisting the café manager, heading up the café when café manager not present, cooking, heating and preparing simple meals.

Principal duties:

- Assisting the manager with advising on ordering supplies
- Assisting the Manager to ensure the efficient and professional running of the kitchen and café
- Oversee the running of the café when the café manager is not present
- Managing staff & volunteers when the café manager is not present
- Checking that orders have been correctly delivered and charged for
- Serving customers in a pleasant and courteous manner
- Ensuring that the café environment is pleasant and welcoming in line with the image agreed with the Directors
- Waiting on customers as and when required
- Cleaning the kitchen, café area in accordance with Health and Safety Regulations and Guidance
- Undertaking the preparation of the food and beverages served in the café
- Operating the till to process orders
- Clearing tables
- Washing up and operating the dish washer
- Keeping cleaning and temperature records
- Reporting maintenance issues to the Café Manager
- To ensure that storage areas and facilities are well maintained, observing stock rotation
- Ensuring that any risk assessments are complied with
- Keeping accurate time sheets daily
- Maintaining such records as are required by the Café Manager

- Supervise and oversee other areas/stations and personnel depending upon management staffing needs.
- To ensure that all duties are undertaken effectively and efficiently, in accordance with the required standards of service and care.
- To undertake all duties in accordance with relevant Health & Safety legislation and in line with the values and ethos of the organisation
- To undertake training as required

Date: Sep 2020

Note – this Job Description does not form part of your Contract of Employment

Café Supervisor Person Specification

The role of Café Supervisor demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/assessment as deemed necessary.

Essential	Desirable
Qualities	
<ul style="list-style-type: none"> • A friendly and confident demeanour • A sense of responsibility to the Café ethos and to that of the organization • A flexible approach to working • Fantastic customer service skills • Ability to communicate clearly • Efficient and reliable 	
Experience:	
<ul style="list-style-type: none"> • Working in a café environment • Leading small teams 	Stock control
Knowledge of:	
<ul style="list-style-type: none"> • Food handling and food hygiene • Ability to cook and prepare basic common meals to a high standard 	Baking experience and knowledge to a high standard
Qualifications:	
	<ul style="list-style-type: none"> • Food Hygiene qualification • Emergency First Aid
Other:	
<ul style="list-style-type: none"> • A willingness to work within the ethos and values of the organisation • A willingness to undertake First Aid 	<ul style="list-style-type: none"> • A willingness to work unsociable hours including weekends

training and other CPD training opportunities	
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