

**TOTTON & ELING TOWN COUNCIL
JOB DESCRIPTION**

JOB TITLE	Café Supervisor
SALARY BAND	5
SCP	20-23
LOCATION	Mill Café and Visitor Centre
RESPONSIBLE TO	Eling Experience Manager

MAIN PURPOSE OF JOB

- To Manage the Café and optimise profit by providing a hot and cold refreshments service to customers of the Eling Experience.
- Responsibility for the smooth day to day running of the Café, leading a small team and supporting the Eling Experience Manager as required.
- Participate in the promotion of the Eling Experience to new and returning visitors

KEY TASKS

○ **FOOD SERVICE/PREPARTION**

Oversee daily food preparation and ensure appropriate stock is available to meet the menu.

Setting up, operating and clearing down the café when on duty to ensure a high level of food presentation is achieved and maintained

Ensure all food sold or prepared is fit for consumption (e.g. not past its use by date) carry out stock rotation of stored food, together with the forward menu planning and daily specials.

Constantly review the menu and ensure it meets customers needs, but keeps in line with the Business Plan and Budget.

Ensure all areas within the café area, store etc are kept in a clean and tidy manner, and ensure equipment is regularly cleaned and maintained in good working order, report any problems to appropriate staff.

○ **CUSTOMER SERVICES**

Greet customers to the Mill Café and Visitor Centre.

Maintain a polite, friendly, caring attitude to customers/visitors. Respond to any queries they may have during their visit, and co-operate with colleagues to facilitate overall smooth running of the buildings.

Assist as required with display of exhibitions and ensure displays are neat and tidy.

Answer telephone and deal with enquiries/take messages as appropriate

○ **HEALTH & SAFETY**

Maintain Environmental Health standards as per guidelines and annual report. Be responsible for ensuring new staff are conversant and aware of the 'Safer Food Better Business' Manual and that it is available to all existing staff for regular reference and guidance. Diary and paperwork for manual to be completed daily.

Complete food wastage record book on a daily basis and review menu and procedures in order to keep waste to a minimum.

Comply with the Council's Health & Safety policy and ensure that at all times the post holder, colleagues and visitors' HASAW needs are met in accordance with guidelines issued by the Civic Centre

Ensure building is locked and secure at end of working day, i.e. doors locked and alarm systems operative. Report any faults immediately to Eling Experience Manager or relevant responsible person

Assist with Fire Code inspections (Including Weekly Fire Door Checks)

Assist with Pest Control Checks (Including reporting any concerns/problems to the Pest Control Officer)

○ **FINANCE**

Responsibility for the purchase of all Café supplies ensuring best possible price and service are sought. Regularly review suppliers to ensure value for money is being received.

Order, receive and check deliveries for the Café.

Responsibility for daily till transactions and refunds. Additional balancing of petty cash and provision of receipts and slips to Civic Centre on a weekly basis.

Carry out stock taking and stock management (Including price adjustments and disposal of out of date stock) in line with Council guidance.

○ **STAFF MANAGEMENT**

Oversee staff rotas for the Mill Café and ensure staffing levels are the correct capacity to operate but does not exceed the staffing budget. This includes rotas for volunteers.

Ensure all staff complete holiday request forms and give at least two days' notice.

Recruit staff (with Eling Experience Manager) and ensure they have the relevant food hygiene training as well as in-house training to ensure they are fully aware of procedures/paperwork etc

Take on the role of Duty Manager when EEM is not on site, to be the main point of contact for any queries or issues that arise

○ **MISC**

Assist with the laundering of tea towels and aprons when required

Assist with Eling Experience events, supporting Eling Experience Manager with planning and preparation including participating in staffing the event

To participate in the Council's appraisal scheme, assessing own training needs and attending training courses as required

Completion of weekly timesheets recording hours and detailed explanation of any additional hours

To assist as necessary with internal staff training (Including training for volunteers if required)

Carry out any other reasonable and relevant tasks as required

Skills and Experience

1. Experience of food handling in a commercial environment
2. Supervisory/management experience in a similar environment
3. Minimum Level 2 Certificate in Food Hygiene
4. A good communicator with excellent customer service skills and ability to be flexible.