

Job Description

Job Title **Assistant Cafe Supervisor**

Department **Commercial**

Reporting to **Cafe Supervisor**

Summary

The Assistant Cafe Supervisor will manage all aspects of the daily running of the Café, which includes basic food preparation, to ensure that a professional and excellent catering service is delivered to our visitors.

Staff

- Responsible for delegating tasks to the team to ensure the efficient production and service of food and beverages are consistently delivered
- Ensure the Café team provide excellent customer service, serving customers promptly, courteously and with a smile
- Train new members of staff when required
- In the absence of the Cafe Supervisor, produce and maintain the staff rota ensuring staff costs are within budget, whilst ensuring the Café is staffed appropriately

Café

- Responsible for opening up and closing the Café on a daily basis, ensuring that it is secure at all times
- Serve customers with excellent customer service and accurate cash handling skills
- Carry out basic food preparation which may include, for example, soup, sandwiches, Paninis, jacket potatoes and pasties
- Ensure that the presentation of the food counter display is maintained to a high standard throughout the day
- Provide Barista style beverage service of hot and cold drinks
- Ensure that food and drink served to visitors is of a consistently high standard and is well presented
- Order stock and provisions for the Café and Events
- Maintain a clean and tidy environment at all times in the Café and preparation areas
- In the absence of the Cafe Supervisor, ensure that the cleaning rota and the completion of daily records for health and safety are carried out
- In the absence of the Cafe Supervisor, ensure that stock rotation and temperature checks are carried out and recorded correctly

Events

- Working with the Events Coordinator ensure that the event has been set-up according to the stated requirements on the event form and assist with the smooth running of the event, when required
- Check the event folder on a regular basis to ensure that sufficient stock is ordered in advance of the event
- Be aware and trained in the licensing restrictions and ensure all Café staff adhere to these regulations

General

- Carry out all duties in compliance with Food Hygiene and Health and Safety legislation/standards
- Communicate effectively with other departments of the Museum and attend appropriate meetings to ensure the team are kept up-to-date with events, exhibitions and activities within the Museum

Competencies

Essential

- Previous experience of working in a busy catering or food and beverage environment
- Previous experience of overseeing and motivating a team
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills
- Basic food preparation skills
- Excellent organisational skills, with thoroughness and attention to detail
- Ability to work as a member of a team, with a 'can-do' attitude
- Ability to work unsociable hours which will include weekends, Bank Holidays and evenings

Desirable

- Level 2 Food Safety in Catering Certificate (training will be provided to achieve this qualification)
- First Aid qualification
- Knowledge of current licencing laws

Hours and salary

- Permanent part-time post - 20 hours per week
- Two full days, 9.00am-5.00pm (30 minutes unpaid lunch), plus one other half day (5 hours)
- Hourly rate £7.87 per hour