

Job Description

Job Title	Café Supervisor
Department	Visitor Experience
Hours	Part-time hours – 32.50 hours Sunday, Monday, Tuesday, Wednesday, Thursday – 9.30am-4.30pm
Contract	Permanent

Summary

The Café Supervisor plays a key role in delivering a welcoming, high-quality food and beverage experience for our Waterside Café.

This position oversees the daily operation of our Café, ensuring exceptional customer service, maintaining high standards of food quality and hygiene, and supporting a positive and efficient team environment.

The Café Supervisor will prepare hot and cold food, according to our daily menu and event requirements.

The position holder assists with the day-to-day running of the Café, by supervising the Café team, ensuring tasks are allocated accordingly and the team are adhering to Museum expectations, delivering consistently high standards of presentation and customer service.

It is the Café Supervisor's responsibility to ensure that sufficient stock and provisions are ordered, relevant staff training is carried out, and all levels of Food and Health and Safety standards are maintained.

Job role:

Key responsibilities:

- Ensure excellent customer service for all visitors; polite, professional, courteous, and friendly.
- Demonstrate a can-do attitude towards visitors and strive to exceed expectations.
- Preparation and presentation of hot and cold food, according to our daily menu and event requirements.
- With guidance and assistance, maximise all sales opportunities by always looking to improve quality and service, upselling where possible.

- Ensure the required records for stock, orders, food wastage, fridge/freezer temperature checks, are maintained at all times.
- Ensure accurate records for Food and Health and Safety standards are maintained.
- Support the Visitor Experience management team with the planning and delivery of corporate and private events, as and when required.

Staff Supervision:

- Supervise and coordinate the Café staff, ensuring the team are allocated tasks accordingly and are fully occupied.
- Supervise and motivate the Café team to increase sales opportunities, ensuring a consistently high level of customer service is delivered at all times.
- Take a lead on staff training, ensuring the team have completed the 'Safer Food, Better Business' training, and that the team are adhering to the procedures outlined in this training at all times.

Café:

- Ensure the Café and counter areas are prepared for daily service ready for opening and closing at the end of the day.
- Ensure the presentation of the food counter display is stocked and maintained throughout the day.
- Oversee food and beverage preparation and presentation, maintaining quality, consistency, and compliance with food hygiene standards.
- Order sufficient stock and provisions in advance for the Café; supervise deliveries, including the checking of delivery notes and verification of delivered goods.
- Ensure the Café is sufficiently stocked to meet demand, products awaiting sale are kept at optimum condition.
- Ensure wastage is kept to a minimum, correctly recorded and disposed.
- Serve visitors efficiently with food and drink orders, including Barista style hot drinks, processing payments accurately.
- Demonstrate good product knowledge in order to advise visitors and answer any queries, suggesting products as part of the ordering process.
- Ensure standards of cleanliness are maintained in the Café and kitchen areas, including the clearing of tables, and the daily cleaning schedules are completed.
- Ensure rigorous food hygiene and allergy processes are maintained by the team.
- Ensure stock is stored and rotated correctly, temperature checks are conducted and accurately recorded, adhering to food safety guidelines and Museum standards.
- Ensure excellent customer service by addressing visitor queries, complaints, and special requests professionally and promptly.
- Adhere to and perform all duties in compliance with Food Hygiene and Health and Safety standards.
- Undertake Health & Safety and Food Safety checks, reporting and actioning any issues as required.
- Foster a welcoming and inclusive environment for visitors, staff and volunteers.
- Carry out any other tasks that may be assigned to you in line with this role

Competencies

Essential

- Previous experience of working in a busy catering or food and beverage environment
- Previous experience of supervising and motivating a team
- Passion for customer service and teamwork
- Excellent communication skills to confidently interact with visitors
- Strong numeracy skills; knowledge of till operation
- Conscientious, enthusiastic, and motivated
- Knowledge of food safety, hygiene requirements, including allergy information, and operational standards
- Flexibility, a positive attitude and an ability to work calmly under pressure
- Willing to work on own initiative
- Flexible availability, including weekends, bank holidays, and the occasional evening working will be required

Desirable

- Barista trained and coffee knowledge
- Level 2 or 3 Food Hygiene qualification (willing to be trained)
- First aid qualification (willing to be trained)
- Basic knowledge of Health and Safety regulations