

Job Description

Job Title	Café Shift Lead
Department	Visitor Experience
Reporting to	Café Supervisor
Hours	Part-time hours: 20 hours per week: Monday, 9.30am-4.30pm Friday, 9.30am-4.30pm Saturday, 9.30am-5.00pm

Summary

The Café Shift Lead is responsible for overseeing the daily Café operation, ensuring excellent customer service is delivered, maintaining quality standards, and supporting team members, in the absence of the Café Supervisor.

They play a key role in delivering a welcoming, high-quality food and beverage experience for our Waterside Café.

In addition to the normal duties of a Food and Beverage Assistant, they will lead shifts, prepare food and supervise the team.

Job role:

Key responsibilities:

Shift Lead:

- Check that all daily checks, including temperature checks, and the Safer Food, Better Business paperwork have been completed, and correct, where necessary.
- Oversee break times for the team, ensuring staff receive a break at appropriate times.
- Ensure timesheets are completed accurately and timely.
- In the absence of the Café Supervisor, order stock and provisions.
- Supervise and coordinate the Café staff, ensuring the team are allocated tasks accordingly and are fully occupied.
- Close down the Café till at the end of the day.

Cafe:

- Provide excellent customer service for all visitors; polite, professional, courteous, and friendly.
- Demonstrate a can-do attitude towards visitors and strive to exceed expectations.
- Take food and beverage orders accurately and process transactions efficiently at the till.
- Prepare and serve a variety of hot drinks to a high standard, including latte art.
- Carry out food preparation to a high standard in accordance with EHO guidelines.
- Handle, store and label food in accordance with food hygiene regulations.
- Carry out the opening and closing procedures, adhering to the checklists provided.
- Ensure the presentation of the food counters are maintained throughout the day, restocking supplies as needed.
- Maintain cleanliness of the Café and food preparation areas at all times.
- Carry out dishwashing duties, put away clean crockery, cutlery, and equipment.
- Handle customer queries, requests and complaints politely and feedback to the Café Supervisor.
- Understand the need for, and help to maintain, excellent hygiene procedures.
- Ensure compliance with all food hygiene, legislation, allergen and Health and Safety procedures.
- Maintain a good knowledge of the products on offer in the Café and keep up to date with exhibitions in the Museum.

Events: (as and when required)

- Support with events preparations and delivery, as and when required

General:

- Carry out evacuation responsibilities in an emergency.
- 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
- Barista trained
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills; friendly and approachable
- Conscientious, enthusiastic, and motivated
- Ability to work efficiently both independently and as part of a team; proactive at all times
- Confidence in leading and supervising a team
- Experience of processing transactions using a till/EPOS system/cash handling
- Excellent organisational skills, with thoroughness and attention to detail
- Excellent standards to personal presentation, smart appearance

Desirable

- Previous experience of supervising a team in a hospitality environment
- An awareness of food hygiene and/or Level 2 Food Hygiene qualification (training will be provided)
- An awareness of Health and Safety procedures

Salary:

The hourly rate for this role is:

- £13.00 per hour