

Job Outline

Job Title:

Café Supervisor

Basis:

Full Time

Salary:

Grade 8

Status:

Temporary for up to 12 months

Base:

Bryngarw Country Park Cafe

Accountable to:

Hotel Manager

Accountable for:

Café Assistants

Your Role:

You will play a key role in supervising the team within the cafe Bryngarw Park.

As supervisor you will be responsible for ensuring that staff are trained, rostered according to business need and are providing the highest level of customer service at all time.

In this role, you will:

- Supervising the smooth and efficient operational management of the cafés, providing excellent customer service whilst maximising revenues
- Working with the Head of Food and Beverage, Chef and Café staff to ensure that café operations and events are delivered to the highest possible standards.
- Providing line-management of the café staff, ensuring correct training is conducted and that compliance issues are well met (i.e health & safety, food safety, trading standards, licensing)
- Be confident and collaborative with a can-do attitude, always striving for continuous improvement and always working in the best interest of the team.
- Be alert, positive and provide a timely service to customers, where knowledge and expertise on food, beverages and allergens means customers always have the best level of service.
- Be pro-active and always ensure a clean, hygienic and high standard of working environment.
- Lead by example, respect other and be committed to delivering the highest level of coffee and beverages to make our customers want to return for more.
- Acting as the “food responsible person” ensuring food safety management systems are in place and adhered to.
- Ensuring effective rostering of staff in line with budgets to maximise profit margins, ensuring that costs are well controlled, price points are monitored and that remedial action is taken as necessary to meet targets.
- Ensuring that food preparation stock levels are maintained.
- Maintaining keyholding responsibilities and supporting/supervising venue staff to fulfil their duties.

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General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and value in all you do.
- Ensure activities are completed in accordance with Awen's commitment to equity and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

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Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- A good degree of initiative, resourcefulness, flexibility and a self-motivating approach. (E)
- An Innovative thinker with a solutions-based approach (E)
- Positive, and motivational approach to support colleagues and teams to achieve common aims and objectives (E)
- Forward thinking and able to contribute to aims and objectives of Awen through its vision and brand values
- Works well in a busy environment and able to effectively manage multiple priorities to strict deadlines. (E)
- Sets high standards of performance for self and others in meeting internal and external customer expectations (E)
- Interest and enthusiasm in hospitality and catering.
- An understanding of the importance of maximising commercial income in a charitable organization
- Be self-aware recognizing when you need to manage your own wellbeing and reaching out for support

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Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Good standard of education or the ability to demonstrate competence through experience (E)
- Excellent leadership and interpersonal skills with the ability to consistently deliver a first-class customer experience. (E)
- Knowledge of the food and beverage sector. (E)
- Experience of leading people to be the best they can be and delivering on business and charitable objectives (. (E)
- Experience of dealing with financial transactions and cash handling. (E)
- Excellent organisational Skills (E)
- The ability to think on your feet and make effective decisions whilst working in a busy environment (E)
- Excellent communication skills including active listening (E)
- Excellent time management skills to ensure food is served promptly (E)
- Practical knowledge and experience of complying with relevant legislation and industry best practice
- Basic Food Hygiene Qualification.
- Trained barista or with previous catering experience
- Ability to communicate in Welsh (E)

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