

Post	Café Supervisor
Reporting to	Catering Services & Bar Manager
Dated	April 2024
Salary range	£24,186.49 gross pa - £8,062.16 pro rata pa (£12.41ph equivalent)
Status	Permanent Flexible hours, to include evenings, weekends, some bank holidays and to cover holiday and sickness

Purpose of the role

The Café Supervisor will be responsible for managing all daily aspects of the Café to ensure the smooth running of the café and events catering. They will:

- focus on delivering exceptional customer services to all customers, ensuring all can access this high level of service
- manage the hygiene and health and safety of the café
- be responsible for providing written reports on income and costs, helping ensure financial targets are achieved and work to optimise profits
- work with other members of the wider team to add value and enhance the reputation of the café and promote the wider programme at Firstsite
- Line management of Café & Bar Assistants

Our Vision Mission and Values

OUR VISION IS: 'MAKING ART MATTER'

Our mission is to ensure art and creativity are valued for their integral role in shaping a happy and healthy society for everyone. We do this by championing creativity as a catalyst for positive change in society, celebrating everyone's imaginations as places to shape a better future and demonstrating the impact of art and galleries at the centre of everyday life.

We collaborate with people where, together, we can have the most impact and we share the results of our work with diverse audiences to influence change. We do this in three places: in our award-winning gallery, reflecting our radical region and digitally with audiences around the world.

In order to do this well we have four values that help us do what we do, to the best of our abilities:

Creative – we are an art gallery! Everything we do, we aim to do creatively and in ways that surprise and delight our audiences, communities and ourselves.

Inclusive – we continuously and actively seek to identify and remove barriers to everything we do and who we do it with to ensure it is available to those who we prioritise and who seek to share what we do.

Agile – we actively seek involvement, feedback and information from our audiences and communities – especially those we prioritise - to inform what we do, how we do it and how we improve each time we do it.

Responsible – We need to lead by example and take responsibility for doing what we do with integrity, care and urgency. This includes taking responsibility for each other as a team, being responsible for our audiences and communities and taking responsibility for our local environment and the planet.

Knowledge, experience and skills required

Knowledge, Skills & Experience

- Excellent customer service skills
- Numerical skills
- Successful, proven experience of operating a café service
- Successful, proven experience of staff supervision
- Experience in events catering
- Experience in training volunteers/casual workers
- Good communication and organisational skills
- IT skills
- Ability to complete reports (training can be given)
- Demonstrable budgetary experience, monitoring costs & meeting targets

- Hold a current Level 2 Food Safety Certificate desirable, training can be provided
- Good understanding of current Alcohol Licensing Law and/or an alcohol licence is desirable
- Knowledge of, or willing to be trained as a Barista

General

- A genuine interest in inclusion and equality
- Ability to be flexible in hours worked, according to the needs of the programme. This is to include evenings, weekends and some bank holidays

Tasks and Outputs

Supervisory Responsibility

- Key holder responsibilities including opening up and closing down of the café and ensuring it is secure at all times
- Setting up and supervising the café each day
- Lead by example and ensure all staff deliver friendly, personalised attention towards each customer, welcome and explain the menu to determine the customer's food and beverage interests and needs.
- Deliver exceptional service and develop strategies with the Catering Services Manager to encourage returning and new customers and encourage add on sales
- Work alongside the Duty Manager team to ensure a safe and welcoming customer experience for all visitors to the gallery
- Promote daily menu specials and other elements of the programme, e.g. cinema screenings, by updating the cafe board
- Enhancing the coffee shop reputation and explore opportunities to add value to the cafe environment in line with the image agreed by the Director
- Maintain a high standard of Hygiene and Health and Safety within the premises and maintain the Company Food Safety Policy in line with Legislation
- Ensuring food safety regulations are complied with across all staff
- Assist the café assistants by undertaking the preparation of food and beverages when needed, for example during busy periods or to cover absence
- Liaise with the Events team when providing catering for events, bars and hires
- Attending team, front of house and staff meetings as appropriate
- Willingness to attend training as appropriate

Staff management

- General staff management of the café assistants
- Manage staff rotas, hours and holiday
- Ensure high standards of cleanliness and hygiene are always met
- Ensure that café staff provide a warm and welcoming environment and that customer service is efficient and outstanding
- Maintain excellent levels of communication within the café team
- Manage other café staff, for example cook or chef, in the absence of the Catering Services Chef.

Finance

- Cash handling, float management and till reconciliation daily
- Ensure financial targets are achieved and identifying opportunities for sales growth
- Complete weekly café activity reports
- Actively look to increase profits of the cafe
- Staff training on till operations, and implementing till and pricing updates as directed

Stock Management

- Maintain inventories ensuring all stock is replenished regularly, balancing costs, and develop systems to best utilise the EPOS till and back office functions.
- Ordering of beverages, cleaning products and other disposables, liaising with the Catering Services Manager on any additional stock changes or requirements
- Ensuring drink stocks are stored in accordance with food safety guidelines and use by dates

- Placing any kitchen orders in the absence of the Catering Services Chef

General

- Take an active role in the cross-organisation working groups
- To work in accordance with all Firstsite procedures (e.g. First Aid, Fire, Safeguarding) and attend training and meetings when required.
- To demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of Firstsite.
- To undertake any other reasonable duties as required as part of the post.

Contracted staff will enjoy a wide range of benefits including:

- 25 days annual leave plus bank holidays per annum pro rata
- Contributory pension scheme (conditions apply)
- Tailored training and development opportunities
- Employee assistance confidential helpline
- Staff discount on some purchases from the onsite café and shop