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 | **POST TITLE:** | **Café Supervisor - Hardwick Park** |
| 1. **2.**
 | **POST NUMBER:**  |  |
| 1. **3.**
 | **GRADE:**  | **Grade 4 Job Evaluation Reference no. N8719** |
|  | **LOCATION:** | Your normal place of work is Hardwick Park. However, you may be required to work at any council workplace within County Durham. |

1. **RELEVANT TO THIS POST**

**Car User Status**: Not applicable

**Flexible Working:** The Council’s flexible working policy is not applicable to this post.

**DBS check:** Not applicable

**Politically Restricted:** This post is not considered politically restricted.

**6. ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Operations Officer (Hardwick Park)

**Work alongside:**

Café Co-ordinator, Senior Ranger and Countryside staff

**Work with and across all Council Service Groupings.**

**Responsible for**: Café Assistants and volunteers

**Responsive to:** Elected members, visitors, residents, community groups, statutory and non-statutory organisations, funding partners.

1. **DESCRIPTION OF ROLE:**

The postholder will be periodically responsible for the day to day operation of the Tower Café at Hardwick Park, particularly to cover the absence of the Café Co-ordinator. This will include providing leadership and the good management and supervision of catering staff, providing good quality products, ensuring high standards of customer satisfaction and making the most efficient and effective use of resources.

As a front line member of staff, the postholder must represent the Authority in a professional manner and deliver on agreed targets to ensure key actions in the Park’s Management Plan are attained that reflect the Authority’s priorities.

The precise emphasis of the postholder’s role will change dependent on Service requirements and will be subject to periodic change.

**8. DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

* Assist the Operations Officer and Café Co-ordinator with all necessary administrative functions and reporting procedures.
* Be prepared to deal with challenging situations and difficult members of the public.
* Be responsible for organising and controlling the café’s operation to ensure food quality, presentation and service are provided to the highest standards as defined by the Operations Officer.
* In partnership with colleagues, ensure compliance with all operating/quality procedures, food hygiene regulations and health and safety legislation, in particular monitoring safe methods of working in all aspects of the café’s operation.
* Undertake all daily administrative tasks in respect of ordering stock and end of day banking including completion of Cash Record sheets and the preparation of takings for collection service.
* Be responsible for the planning, preparation and cooking of meals and bakery products and presentation of all other items.
* Make recommendations to colleagues on service improvements including testing new menus, recipes, products and equipment.
* Ensure that heavy duty kitchen equipment, light equipment, work areas, other facilities and general surroundings of the cafe are maintained and operated to the standards required by the Authority and meet all statutory, Health, Safety, Fire and Hygiene regulations and policies, and where necessary remove faulty equipment from use and report the problem to the Operations Officer to effect remedial repairs or replacements.
* Check stock levels and place necessary orders for all foodstuffs in accordance with Authority’s purchasing policy and procedures and to check and record the amounts, condition and where appropriate, temperature, of all supplies and deliveries.
* Assist in the supervision, support and direction of work placements and volunteers
* Ensure security of premises and safety of staff and visitors.
* Respond appropriately to emergencies arising in relation to the work of the Service and, where necessary, to situations arising outside the service area.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable):

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

 To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Café Supervisor - Hardwick Park

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications, Experience****and attainments** | * A good basic general education to GCSE level or equivalent including English
* Food Hygiene Certificate Level 2
 | * Advanced / Intermediate Food Hygiene Certificate
* Qualified first-aider
* IT literate
 | * Application form
* Selection Process
* Pre-employment checks
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| **Skills, Knowledge**  | * Good organisational skills
* Good communication skills
* Proven ability to cook
* Good menu development, food preparation and presentational skills
* Proven ability to manage customer relations to ensure excellent customer care
* Awareness of current hygiene standards
* Knowledge of till systems and cash/card handling
* Able to use general catering equipment, safely and correctly
* Capable of moderate physical activity, i.e. lifting saucepans, standing for long periods of time
* Able to apply Health and Safety Hygiene Procedures.
 | * Experience of supervising of staff
 | * Application form
* Selection Process
* Pre-employment checks
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| **Personal Qualities** | * Able to cope under pressure
* Able to work with minimum supervision
* Able to prioritise workload
* Able to deal with confrontation
* Ability to work regular weekends shifts and occasional early mornings or late evenings to meet Service requirements
 | * Experience working in a customer focussed environment
 | * Application form
* Selection Process
* Pre-employment checks
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