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| [Stockton-on-Tees Borough Council](https://www.stockton.gov.uk/) | | | | JOB DESCRIPTION | | |
| **Directorate:**  **Culture & Leisure** | | | | Service Area:  Museums Service | | |
| **JOB TITLE: Tearoom Supervisor** | | | | | | |
| **GRADE: G** | | | | | | |
| **REPORTING TO: Operations Officer** | | | | | | |
| **1.** | **JOB SUMMARY:**  To undertake general catering duties; preparing food and drinks, serving customers, monitoring and ordering stock, washing up and cleaning, and handling cash. To include creating rotas and training and supervising staff. Ensuring excellent standards of customer service and safety standards are met. Working pattern is 5 days over 7, including weekends and bank holidays. | | | | | |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** | | | | | |
|  | 1. | To oversee the general day to day running of the Watson & Brigham Tearoom offer as part of the museum experience, ensuring excellent standards of customer service are met. Includes supervising two part time members of staff. | | | | |
|  | 2. | To work with the Operations and Projects Manager and the Operations Officer to ensure the Tearoom offers an excellent standard of customer experience, in line with the heritage experience of the rest of the Victorian street. | | | | |
|  | 3. | To monitor levels of stock and order as required to ensure consistency of catering offer and service. To procure stock through approved suppliers. To incorporate seasonal offers into menu. | | | | |
|  | 4. | Serving of food, adhering to strict hygiene regulations. | | | | |
|  | 5. | Follow personal cleanliness and hygiene guidelines. | | | | |
|  | 6 | To handle cash, operate the EPOS system and cash up at end of shift. | | | | |
|  | 7 | To take reasonable care of your own health and safety and cooperate with wider museum management, as far as is necessary to ensure compliance with the authority’s H&S rules and legislative requirements. | | | | |
|  | 8 | To undertake training as required, to include Food Hygiene, Barista training, First Aid and Welcome Host customer service training. | | | | |
| **3.** | **GENERAL** | | | | | |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. | | | | | | |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. | | | | | | |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.  **Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.  **Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development  **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.  **Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. | | | | | | |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.  **Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work. | | | | | | |
|  | | | Name: | | Signature: | Date |
| Job Description written by: (Manager) | | |  | |  |  |
| Job Description agreed by: (Post holder) | | | ….................………… | | ….................……… | …............... |

**Job Description dated 2021**

[Stockton-on-Tees Borough Council](https://www.stockton.gov.uk/)

**PERSON SPECIFICATION**

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| Job Title/Grade | **Tea Room Supervisor** | G |
| Directorate / Service Area | **Cultural & Leisure** | Museum |
| Post Ref: |  | |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications | Education to NVQ level 3 including Literacy and Numeracy or an equivalent level of knowledge gained through demonstrable direct works experience  Food Hygiene Level 2 certificate | Third level qualification in a heritage/leisure related subject  First Aid certificate | Application form |
| Experience | Experience of coordinating staff  Experience of working in hospitality or catering  Experience of resolving customer complaints and enquiries  Experience of cash handling, reconciliation and POS systems. | Work in a heritage/leisure environment  Experience of managing staff and creating rotas and workplans | Application / Interview |
| Knowledge & Skills | Good communication skills  Good organisational skills  Good customer care skills  Good IT skills  Ability to deal with the physical nature of the job | Knowledge of museum collections & objects | Application / Interview |
| Specific behaviours relevant to the post | Demonstrate the Council’s Behaviours which underpin the Culture Statement. |  | Application / Interview |
| Other requirements | Flexible  Willing to work weekends and bank holidays  Able to work on own and as part of a team | Enthusiasm for museums and their work | Application / Interview |

**Person Specification dated 2021**