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| **Job Description** |
| **Post title** | Café Supervisor |
| **JE Reference No** | A6284 |
| **Grade** | 3 |
| **Service** | Regeneration, Economy and Growth  |
| **Service Area** | Corporate Property and Land – Building & Facilities Maintenance  |
| **Reporting to** | Assistant Catering Manager |
| **Location** | Your normal place of work will be at a primary designated location, but you may be required to work at other catering establishments at any Council workplace within County Durham |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder will be responsible for the day to day operation of a designated Catering Facility. This will include the 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.

The emphasis of the role will evolve in accordance with the business requirements of the Catering Service. And the work pattern will be rostered over a seven day period.

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| **Duties and responsibilities** |

* Assist the Assistant Catering Manager with all necessary administrative functions and reporting procedures.
* Assist in the preparation of weekly staff rotas.
* 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 Catering Manager.
* 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.
* 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 council and meet all statutory, Health, Safety, Fire and Hygiene regulations and policies.
* 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 employees 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.
* Able to work flexibly with regards to working hours and patterns of work on a rota basis to meet the demands of the service.

*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 Catering Manager.*

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ 2 or equivalent in a relevant subject.
* Food Hygiene certificate Level 2.
 | * Evidence of continual professional development.
* Intermediate Food Hygiene Certificate.
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| Experience | * Relevant experience in a large scale catering operation.
* Experience of working to a variety of menu structures.
* Experience of food preparation and presentation skills.
* Experience of working with IT Packages (Word, Excel and databases etc.).
 | * Experience of supervising of employees.
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| Skills & Knowledge | * Knowledge of catering equipment and COSHH.
* Evidence of problem solving.
* Knowledge of relevant Health & Safety requirements.
* Awareness of current trends and issues within the catering industry.
* Good communication skills.
* Good organisational skills.
 | * Knowledge of quality management systems.
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| Personal Qualities | * Able to cope under pressure.
* Able to work with minimum supervision.
* Ability to prioritise workload.
* Able to work unsociable hours as required.
* Ability to work as part of a team and / or on own initiative.
* Demonstrate high levels of Customer Care skills.
* Flexible approach to work.
* Be willing to undertake training as and when required.
* Travel is an essential requirement of the post.
 | * Experience of working in a customer focussed environment.
* Have a positive, flexible ‘can do’ attitude.
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