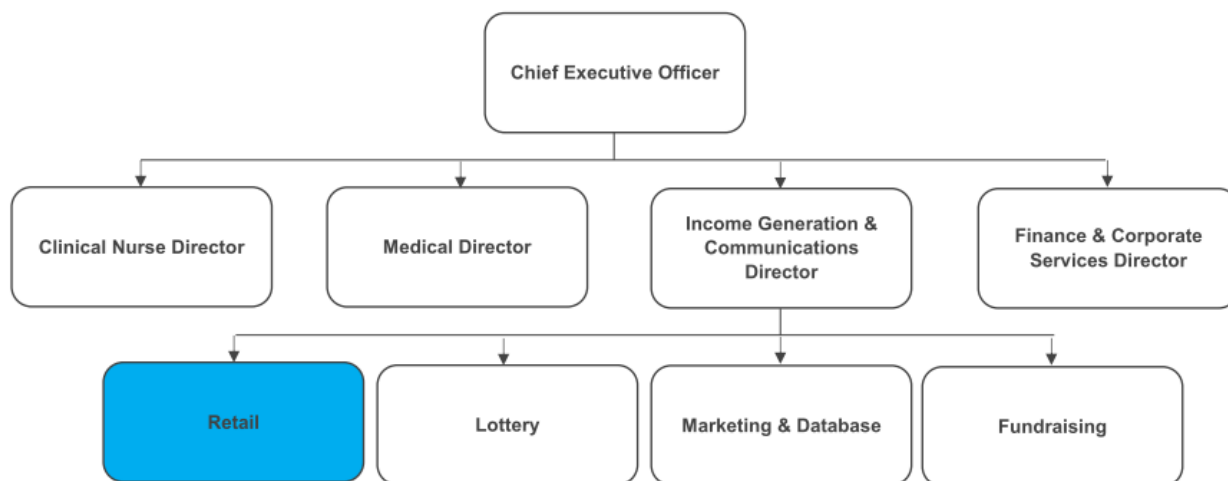


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Café Supervisor</b>
<b>Department:</b>	Income Generation & Communications
<b>Post Holder:</b>	<b>tbc</b>
<b>Grade:</b>	Admin 1
<b>Reports to:</b>	Café Manager
<b>Accountable to:</b>	Head of Retail

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	To maximise profit for Bolton Hospice through the effective operational supervision of the hospice's café.
<b>Key Working Relationships:</b>	Retail team Income Generation & Communications team Volunteers Customers

### Role Responsibilities:

- Oversee the running of the hospice's café, generating income in line with agreed budgets and targets.
- Prepare and serve food and drinks, consistently providing a high level of customer service.
- Supervise volunteers in the preparation and service of food and drinks to ensure required standards and procedures are met, maintaining consistency of products and service.

- Recruit, induct and train new volunteers and manage volunteer shifts to ensure adequate cover.
- Effectively deal with any customer complaints.
- Handover important information to the Café Manager or other staff to ensure the café operation is consistently maintained.
- Identify opportunities to increase income generated from the café's activities in consultation with the Café Manager.
- Take responsibility for all cash handling and financial procedures including cashing up, reconciliation, managing floats, petty cash and banking.
- Undertake food safety checks and ensure compliance with all food safety and hygiene regulations.
- Manage deliveries of goods in and disposal / recycling of waste in line with agreed procedures.
- Undertake regular cleaning of the café (including food preparation areas and WCs) to high standards, maintaining excellent levels of hygiene.
- Minimise wastage through effective ordering and stock control procedures, including stock rotation on a first in, first out basis.
- Deliver Health and Safety training to café volunteers and ensure all policies and procedures in relation to Health & Safety are adhered to in the café.
- Liaise with the Retail Administrator to ensure all volunteer information is effectively recorded and maintained.
- Liaise with colleagues from the marketing team to facilitate ongoing promotion of the café.
- Liaise with other members of the department to promote other areas of income generation through the café.
- Attend retail and income generation team meetings as required.
- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Café Manager, Assistant Head of Retail, Head of Retail or Director of Income Generation & Communications.

### ***General Responsibilities:***

#### **Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

#### **Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

#### **Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

#### **Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

**Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

**Valuing Equality and Diversity**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Café Supervisor</b>
<b>Department:</b>	Income Generation & Communications
<b>Grade:</b>	Admin 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Good standard of education Level 2 Food Hygiene & Safety certificate	Level 2 NVQ in Food Preparation & Cooking or equivalent Level 3 Supervising Food Safety for Catering certificate	Application Form
<b>EXPERIENCE</b>	Experience working within a professional catering / hospitality environment Experience of food and beverage preparation Experience of dealing with the public Experience of supervising others	Experience of implementing and maintaining relevant food safety control documentation Experience of working with volunteers Experience of recruiting / managing volunteers Experience of working to and achieving financial targets	Application Form Interview
<b>SKILLS</b>	Excellent customer service skills Excellent communication & interpersonal skills	Negotiation skills Organisational skills	Application Form Interview
<b>KNOWLEDGE</b>		Knowledge of HACCP (Hazard Analysis and Critical Control Point) Computer literate - Microsoft Office packages, internet/email Knowledge of Health & Safety legislation in relation to catering	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Willingness to work weekends to fulfil the full requirements of the post Self-motivated and able to use initiative Able to plan, manage and prioritise own workload Able to work under pressure Strong teamwork ethic A commitment to the vision and values of Bolton Hospice		Application Form Interview