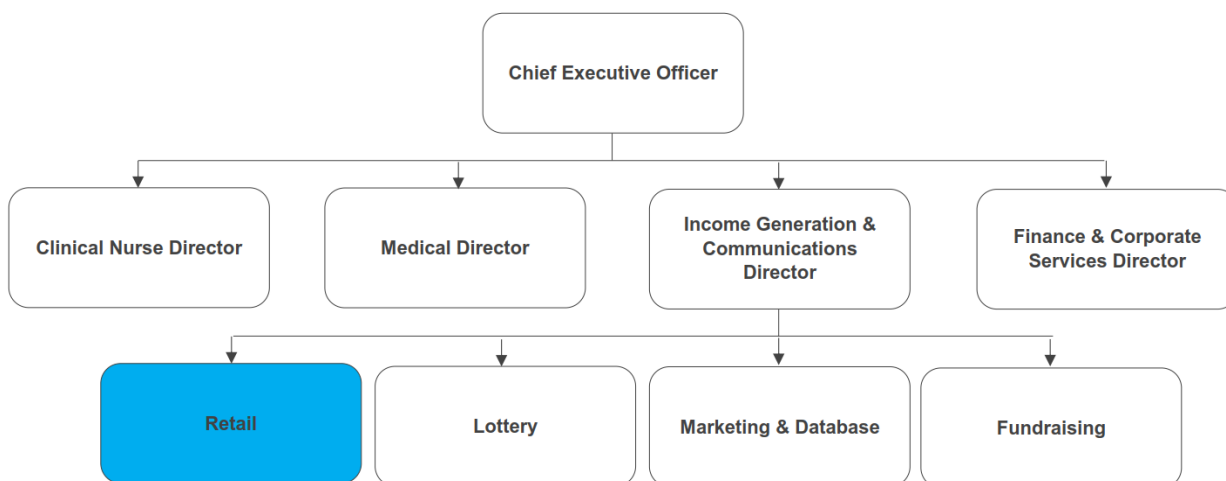


JOB DESCRIPTION

Job Title:	Bank Café Supervisor
Department:	Income Generation & Communications
Post Holder:	tbc
Grade:	Admin 1
Reports to:	Café Manager
Responsible for:	Volunteers

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.

Job Purpose:	To maximise profit for Bolton Hospice through the effective operational supervision of the hospice's café. Lead and motivate volunteers to deliver an excellent customer experience.
Key Working Relationships:	Retail team Income Generation & Communications team Volunteers Customers

Role Responsibilities:

Café Operations

- Supervise the running of the hospice's café, generating income in line with agreed budgets.
- Prepare and serve food and drinks, consistently providing a high level of customer service.
- Hand over important information to the Café Manager or other staff to ensure the café operation is consistently maintained.
- Minimise wastage through effective ordering and stock control procedures, including stock rotation on a first in, first out basis.
- Provide high levels of customer service and ensure these are maintained by volunteers.
- Undertake food safety checks and be responsible for complying with all food safety and hygiene regulations when required.
- Undertake regular cleaning of the café (including food preparation areas and WCs) to high standards, maintaining excellent levels of hygiene.
- Identify opportunities to increase income generated from the café's activities in consultation with the Café Manager.
- Manage deliveries of goods in and disposal / recycling of waste in line with agreed procedures.
- Effectively deal with any customer complaints and feedback to the Café Manager to continually improve service and quality.
- Utilise appropriate software and paper-based systems to safely and effectively manage volunteer information.

Leadership & Management

- 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 when required.
- 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.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected at the café.

Financial & Reporting

- Take responsibility for all cash handling and financial procedures including cashing up, reconciliation, managing floats, petty cash and banking.

Teamwork & Collaboration

- Liaise with colleagues from the Marketing Team to facilitate ongoing promotion of the café.
- Attend and contribute to Retail Team and Income Generation & Communications department meetings as required.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Provide cover for other members of the retail team as required.

Other

- Work within agreed hospice policies, procedures and guidelines.

- 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, Head of Retail or Director of Income Generation & Communications.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

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.

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.

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.

Disclosure & Barring Service Check

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

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

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.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



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

Job Title:	Café Supervisor
Department:	Income Generation & Communications
Grade:	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.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	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
EXPERIENCE	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
SKILLS	Excellent customer service skills Excellent communication & interpersonal skills	Negotiation skills Organisational skills	Application Form Interview
KNOWLEDGE		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
PERSONAL ATTRIBUTES	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