

Temporary Café Supervisor

Job Description

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| **Job Title:** | Temporary Café Supervisor |
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| **Hours:** | Approx. 15 hours per week on average (some weeks may be more, some may be less depending on activity). Will involve evening and weekend work.  From September-December 2021. |
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| **Salary:** | £10.25 per hour (plus £1.23 in holiday pay) |
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| **Based at:** | Dance City, Temple Street, Newcastle Upon Tyne, NE1 4BR |
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| **Reporting to:** | Café Manager and/or Ticket Office Manager, Dance City |
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| **Job Purpose:** |

Dance City are looking for a Café Supervisor, with experience of working in a busy café environment, to support the Manager on the day to day running of the DC Café. The role involves leading the team in the absence of the Café Manager, food prep, cooking, using the coffee machine and serving customers using the EPOS till system. This post also has Key Holder, Cash Handling and Stock Control responsibilities. The role will involve busy weekend working, especially Saturday mornings, plus cover for performances on Thursday/Friday/Saturday evenings, in which we serve food and drinks to performance attenders, along with a post-show meal for the visiting dance company. This is a ‘hands-on’ job and you will be actively involved in all aspects of our Cafe from serving customers to cleaning!

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| **Key duties and responsibilities:** |

* Providing a friendly and welcoming service to all customers
* Processing all sales through the EPOS till system
* To maintain a clean, organised and stocked environment
* Perform and manage all front and back of house functions including preparing food, cooking, serving, opening and locking up procedures.
* To follow all food safety and hygiene standards, including food temperature checks and safe preparation using correct utensils
* To carry out product checks and complete all relevant records including fridge checks and wastage
* To order stock and carry out stock checks in accordance with company procedure
* Establish effective and positive communication amongst all team members.
* Assist Café manager in maintaining proper coverage and team member schedules ensuring that the Cafe maintains customer service standards and team members adhere to operating procedures.
* Ensuring the completion of daily financial paperwork and cash handling
* Clean the café areas throughout and at the end of each shift, and ensure it is safe and hygienic at all times.
* Uphold the highest standards of health and safety, cleanliness and professionalism and use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.
* Respond promptly and professionally to any customer feedback, comments or complaints.
* Provide guidance and actively set an example for team members, ensuring that all Standard Operating Procedures are maintained and followed.
* Directs staff members to follow Cafe policies, procedures and adhere to merchandising and cleanliness standards.
* A commitment to Equal Opportunities and Environmental Sustainability and participation in company wide initiatives and training to develop skills and expertise in this area.

Person Specification

Qualities

1. Passionate about delivering a high quality food and drink offer
2. Friendly, cheerful and approachable to all members of the public that use our building

Education, qualifications or experience

1. Experience of working in a catering environment is essential
2. A level 2 food hygiene certification is desirable
3. Barista experience is desirable

Knowledge, skills and abilities

1. Experience of using an EPOS system is desirable
2. Enjoys multi-tasking in a busy fast-changing environment
3. Confident with simple mental arithmetic
4. Positive about embracing challenge and change, open to experimenting and fresh ideas
5. Believer in supportive environments, sharing with colleagues and putting young people at the heart of everything we do
6. An understanding of equality and diversity with the ability to challenge discriminatory behaviour



Ticket Office Assistant

Person Specification

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| 1. **Skills & Abilities** | | |
| 1.1 | An understanding of & ability to deliver high quality customer service | Essential |
| 1.2 | Excellent communication skills | Essential |
| 1.3 | Excellent level of computer literacy | Essential |
| 1.4 | Ability to pick up new systems and procedures | Essential |
| 1.4 | Ability to work unsupervised and as part of a team | Essential |
| 1.5 | Good organisational skills | Essential |
| 1.6 | Ability to work under pressure & to use initiative | Essential |
| 1. **Experience** | | |
| 2.1 | Experience of working in a customer focused environment | Essential |
| 2.2 | Experience of handling cash | Essential |
| 2.3 | Experience of building management/supervision | Desirable |
| 2.4 | Experience of working at a supervisory level | Desirable |
| 1. **Knowledge** | | |
| 3.1 | Knowledge of the arts, culture or leisure industries | Desirable |
| 3.2 | Knowledge of Sunderland and the surrounding areas. | Desirable |
| 1. **Qualifications and training** | | |
| 4.1 | Customer service training | Desirable |
| 4.2 | Trained to use an arts or cultural venue ticketing system | Desirable |
| 4.3 | First Aid Training | Desirable |
| 4.4 | Fire Warden Training | Desirable |
| 4.5 | Safeguarding Training | Desirable |
| **5. Attitude** | | |
| 5.1 | Enjoys a busy working environment and is able to cope under pressure whilst maintaining good interpersonal skills | Essential |
| 5.2 | Flexible about working hours to accommodate six/seven day operation and varied hours | Essential |
| 5.3 | Confident communicating with people at all levels | Essential |
| 5.4 | A genuine passion for the arts | Essential |
| 5.5 | High standards of presentation | Essential |