

Supporting information for the post of

Café Supervisor



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**ARTS COUNCIL
ENGLAND**

Dear applicant,

Vacant Post: Café Supervisor

Thank you for your interest in the position of Café Supervisor at The National Centre for Craft & Design. An application pack, which includes background information, job description and person specification, is enclosed.

To apply for this position please send a completed application and equal opportunities form by email to clare@nationalcraftanddesign.org.uk by 12 noon on **Wednesday 22 February**. After this time applications will not be accepted. Please ensure that you complete all sections of the application form fully.

The National Centre for Craft & Design is committed to a policy of equal opportunities and we ensure that all applicants are treated fairly and equally. We would be grateful if you would complete the equal opportunities monitoring form to help us check that we are carrying out our policy of for all people. The information will be kept confidential and will have no bearing on your application.

Successful shortlisted applicants will be notified by Friday 24 January and interviews will be held on Tuesday 28th February and Wednesday 1 March.

For further information or an informal chat about the post, please contact Carl Ferro Fields on 01529 308713.

Yours sincerely

Carl Ferro-Fields
Operations Manager

BACKGROUND INFORMATION

The National Centre for Craft & Design is the largest in England entirely dedicated to the exhibition, celebration and promotion of international and national craft and design.

Situated in a former seed warehouse in Sleaford, the Centre boasts two exciting exhibition spaces; a vibrant learning and education programme; an innovative craft shop; a licensed café and a roof-top viewing balcony.

We are looking for someone to join and supervise our team at the NCCD Café within The National Centre for Craft & Design. Candidates will have previous experience or knowledge in catering, preferably within a visitor attraction and have knowledge of how to develop a menu that complements the ethos of the Centre.

If you relish the opportunity to enrich the service of a leading cultural venue, we want to hear from you.

Please read the personal specification and full job description before applying as this will aid your application.

The post is employed through Leisure in the Community Trust who delivers North Kesteven District Council's cultural services contract.

JOB DESCRIPTION

Post:	Café Supervisor
Location:	The National Centre for Craft & Design, Sleaford, Lincolnshire
Hours of work:	37 hours per week
Responsible to:	Operations Manager
Responsible for:	Café Assistants
Salary:	£15,600 per annum

JOB PURPOSE

To develop and provide a high quality menu at The National Centre for Craft & Design and ensure the Café Team delivers a high quality service to all customers and visitors to the Centre.

KEY TASKS

Operations

- To supervise the Café Team and provide leadership as necessary
- To devise weekly staff rotas and ensure the café is staffed accordingly during opening hours
- To lead on menu planning, costing and production and ensure that it is in line with the ethos of the Centre
- To liaise with the Operations Manager to ensure legal and contractual standards are met and in accordance with health and safety
- To ensure that the service of all food and drink meets expected standards as well as customer expectations
- To ensure the café is stocked to appropriate levels and ensure stock rotation is taking place, wastage is kept to a minimum, and stocktakes are conducted regularly
- To ensure that all H&S and Food Safety regulations are adhered to at all times and that methods of food preparation, production and presentation are safe and comply with expected standards
- To ensure all relevant paperwork is completed and submitted in a timely manner – H&S, food hygiene, stock takes, daily takings, rotas, etc.
- To lead on regular Café team meetings and briefings for all café staff as necessary
- To maintain a smart and professional appearance at all times
- To ensure industry knowledge is current, keep abreast of best practice and take responsibility for professional development

Customer service and care

- To adhere to NCCD's quality management programme and ensure the highest quality standards are met through excellent customer service and the provision of a clean and tidy environment
- To ensure the Café Team actively welcomes and engages visitors to the Café and promotes the Centre's wider programme
- To deal with minor complaints confidently and liaise with the wider team to resolve any minor matters
- To ensure the Café Team collects and meets its visitor survey target

Other

- To contribute to the development of the café through active participation in staff meetings
- To undertake any other duties commensurate with the level and nature of the post

Training

- Additional training opportunities can be provided to support the post holder with related tasks

CORE QUALITIES AND BEHAVIOURS:

In addition to the main areas of responsibility, we have identified the core qualities and behaviours that are required from all our people for successful delivery of our vision, mission and commercial goals. The qualities and behaviours are summarised below. This role is at Level 1 of the Behaviour Framework.

- Delivering great service to our visitors
- Owning the issue and getting it done
- Knowing our organisation

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education and Training	<ul style="list-style-type: none"> - Good standard of education with (GCE C Grades) or equivalent - An appropriate level of qualification 	<ul style="list-style-type: none"> • First aid qualified
Relevant Experience	<ul style="list-style-type: none"> - Demonstrable experience of working in a catering environment - Experience of dealing with complaints - Direct experience of cash handling, daily cashing up, stock taking and ordering - Experience of developing menus 	
Knowledge	<ul style="list-style-type: none"> - Good knowledge and understanding of health and safety, hygiene and legislation - Good budgetary skills - Minimum of level 2 food hygiene 	
Skills and abilities	<ul style="list-style-type: none"> - Ability to plan and organise and adhere to realistic timetables - Meticulous attention to detail - Good communication and people management skills - Ability to work as part of a team and supervise a team - Willingness to undertake physical work (lifting, handling, carrying, moving) - Strong communication and organisational skills - Strong communication skills - Ability to prioritise tasks and multi-task to meet deadlines - Excellent time management - Can do' attitude - An active interest in catering 	<ul style="list-style-type: none"> •
Personality	<ul style="list-style-type: none"> - Confident and enthusiastic - Self-motivated - Ability to represent the organisation in a professional manner at all levels - Good team communicator 	
General	<ul style="list-style-type: none"> - To have an awareness of equal opportunities - Flexibility regarding working hours is required to accommodate weekend and evening hours - This post is subject to a CRB check 	

Core Qualities	Priority	Level	Comments
Delivering great service to our visitors	Y	1	Puts our visitors first and at the heart of all that we do
Owning the issue and getting it done	Y	1	Takes the initiative when the situation demands it and gives total commitment to getting the job done
Knowing our organisation	Y	1	Has a strong understanding of our ethos, brand and mission and takes time to learn about the many facets of NCCD

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences.

This post requires an enhanced DBS disclosure. You will be required to provide the necessary documentation for the checks to be carried out. The cost of this covered will be covered by NCCD who reserves the right to request additional DBS checks at any time in the future.

SUPPLEMENTARY INFORMATION

Employer

Leisure in the Community Trust

Salary

£15,600 per annum

Car Allowance

A mileage allowance of £0.20 for diesel and £0.24 for petrol per mile will be reimbursed for all travel carried out for work purposes.

Office Hours

The post holder is required to have a flexible approach to working hours, of benefit to both parties and agreed in advance with the line manager, the job may occasionally require some working outside of normal office hours.

Holidays

The annual holiday entitlement is 20 days per year plus a further 8 Bank and Public days. This will be pro rata.

Sickness

Sickness absence will not be paid for first 3 days of absence; there on entitlement to sick pay will be in accordance with the appropriate rate of Statutory Sick Pay.

Pension

The post holder will be invited to join the company's nominated stakeholder pension scheme.

Benefits

Discounts in the Café and Shop at the National Centre for Craft & Design.
Complimentary tickets to attend events and performances, subject to availability.
Childcare voucher scheme
Free Gym membership at LITC sports sites

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