

**Shift Supervisor**

**Café & Kiosk**

Role Description

Job Title: Café & Kiosk Supervisor

Salary: £11.50 per hour

Hours: Casual

Reports to: Café Supervisor.

**Do you want to be part of something different?**

Our passion for providing best service in all aspects of our work is reflected in the knowledge that we’re guardians of this historic & iconic Liverpool legacy.

Do you enjoy working as part of a fast paced, passionate team? Do you enjoy helping people and want to provide great customer service? If so, this role could be for you.

**What it's like to work here?**

You’ll be based at the Palm House working in our busy Cafe – we have just started operating a coffee kiosk too, Sefton Perk, which serves the wider park when the Palm House is closed for special events.

You have the chance to join a vibrant team as we develop our visitor offer in the beautiful setting, a within Sefton Park in leafy South Liverpool.

We are looking to offer a new role with casual hours that support the growing business and will discuss further at interview.

**What you'll be doing**

With your love of working with people, positive attitude and desire to provide an excellent service, you’ll welcome and look after every customer who visits our Café & Kiosk in this predominately front of house role. Using your excellent attention to detail, you will support the Café Supervisor to ensure all signage is displayed correctly and the food served looks delicious.

We looking for a highly motivated and experienced individual to support the Café Supervisor and the team to continue the development of the Palm House’s successful visitor catering.

You will be required to present and manage the Café & Kiosk to a high standard, creatively to a wide range of visitors and regular local clientele.

As the key member of our busy Café team, you will be responsible for the opening and closing of the café, kiosk, planning, purchasing of stock within agreed budgets, targets and ensuring that all operations and food service is in line with food safety guidelines.

Café Activities

* With the Café Supervisor, the organisation, presentation and consistency of the Café & Kiosk operations with the Café Assistants.
* Hands-on role supporting the team serving customers, cover absences and during busy periods.
* With the Café Supervisor plan all purchasing of stock within agreed budgets & targets
* When deputising for the Café Supervisor provide accurate cash handling, daily cash up & till management
* At all times when working engage & inspire the team to deliver excellent customer service
* Raise awareness of the Sefton Park Palm House Preservation Trust and its programmes through contact with visitors.
* With the Café Supervisor develop opportunities to increase income by managing menu offerings and competitive pricing structure.
* When necessary visit the wholesalers and local shops to purchase stock.

Team Management

* Help support the Café Supervisor to develop and train Café Assistants to ensure a high standard of service delivery.
* Support in the recruitment of new team members as appropriate and to assist in providing an excellent induction and retention.
* With the Café Supervisor manage the monthly rota and holiday planning for the café & kiosk team.
* Ensure all Food Hygiene & HSE procedures are implemented with the team and are in line with current legislation and museum procedures.
* Deliver the best possible visitor experience.
* Take part in Café briefings are regular, relevant and also represent the Café & staff at senior team meetings.
* Work as part of a monthly staff rota, which will include working weekends

As Shift Supervisor the Sefton Park Palm House Preservation Trust values will always be at the forefront of your mind, and you'll be proud to share our work with our visitors, and look to maximise sales so that the profit can be reinvested back into our community work

**Who we're looking for**

Our team believe that people deserve more than just ‘good service’ but an amazing experience they’ll never forget, and we are looking for like-minded people to join us.

**You will need to be;**

* A helpful & friendly team player
* Customer focussed with great communication skills
* Organised
* Have one year’s relevant experience within a similar role.
* Experienced in the preparation of hot & cold food and its storage.
* A team player but also have the ability to work on your initiative.
* Able to complete a Food & Hygiene Level 3 certificate.

**What you will deliver**

You will deliver exceptional customer service, every time, for everyone’ by understanding what our visitor wants and finding ways to go the extra mile for them. You will maintain high standards of presentation of food and drinks at all times.

Find opportunities to develop and sell seasonal lines and share product knowledge with the Café team to achieve sales targets for the Café and use every opportunity to exceed them.

You will be required to keep accurate stock records and stock checks with SPPHPT procedures.

Take every opportunity to present the Café operations to the agreed high standards to ensure a welcoming and comfortable environment to our visitors.

Ensure the Café, Kiosk and Kitchen areas including the cooker & fridges are clean at the end of each day and all general cleaning duties are maintained to a high presentation and cleanliness at all times.

Your enthusiasm and supportive approach will help create a great sense of teamwork, working with other staff and volunteers to achieve our objectives.

With our support you will ensure you comply with all relevant legislation and SPPHPT policies to minimise the risk to staff, volunteers and the public.

You will maximise sales at the Café so that the profit can be reinvested into the SPPHPT work and priorities.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

January 2022