

LINCS INSPIRE LIMITED

**THE HUB, SLEAFORD**

JOB DESCRIPTION

Job Title:	CaféBar Supervisor
Accountable to:	Head of Creative Arts
Grade:	PG5A £22,230

**Overall Purpose of the role:**

To supervise and co-ordinate the daily operation and team of the Hub CaféBar.

Deliver a high-quality food and beverage service within a high turn-over facility ensuring excellent customer service throughout, resulting in high levels of customer satisfaction, return visits and enhanced company profile.

Demonstrate creativity and passion for quality and healthy food, good value and first-class presentation.

Be a proactive member of the catering team, ensuring a professional and business orientated approach is always applied to meet the aims and objectives of the company.

**Responsibilities:**

- As the Chef on duty be responsible for the CaféBar seating for 100 covers, which includes indoor and outdoor seating and function spaces for private events/hires with up to 60 covers.
- Supervise a small CaféBar team of up to four whilst on duty, this includes 3 part time staff and a small pool of casuals.
- As directed by the Head of Creative Arts, ensure the efficient supervision and operation of the kitchen and all ancillary catering areas.
- Prepare, cook and deliver food that is consistently of a high standard and well presented, ensuring the timely delivery of all food and beverages, in accordance with menu descriptions.
- Prepare and manage daily stock including catering for events which may include, but not limited to, corporate meetings, parties, functions and groups with specific dietary needs.
- Follow Food Hygiene and HACCP (Hazard Analysis and Critical Control Point) procedures to ensure due diligence is adhered to daily. The use of the HACCP principles will mean that there will be fully auditable systems, procedures, and evidence to demonstrate due diligence for the following:

- the procurement, storage and preparation of all ingredients and foodstuffs as necessary;
- the supply of all equipment and consumables not already in place at the venue.
- Under the direction of Head of Creative Arts, operate a PAP system (positive action protocol), with all data logged and recorded to demonstrate due diligence and compliance.
- Under the direction of Head of Creative Arts, develop and deliver a high-quality, creative, value for money food and beverage provision, that is appropriate to the venue and its visitor base.
- Liaise with local suppliers to create seasonal food and drink offerings.
- Control and monitor food production and wastage, accurately recording all use. Ensure kitchen stores/stock is always secured, with regular stock rotation and monthly stock audits undertaken.
- Implement daily, weekly, and monthly cleaning schedules, ensuring they are followed, and all areas are kept to a high standard.
- Always ensure a positive customer experience, and where practical to do so, revise orders to accommodate specific customer requirements ensuring all dietary and allergy requirements and requests are delivered accurately and supported by full ingredient/product traceability and accountability.
- Take full responsibility for the safe operation of the kitchen and its service delivery whilst on duty, ensuring all standards are maintained. Report any faults or issues to the Senior Manager on duty. At all times ensuring the safe and effective management of the CaféBar facilities.
- Ensure all Health and Safety and environmental requirements are fully met, including monitoring of all temperature records daily.
- Working with the Senior Management to develop costings and appropriate profit margins for all private hire and special event catering.
- Ensure appropriate stock levels are maintained, and orders are placed in a timely manner to deliver the menu accordingly, keeping wastage to a minimum and budgets/profit margins adhered to.
- When on duty, supervise a catering team of up to 4 people to carry out the required duties, ensuring the smooth daily operation of the CaféBar.
- Co-ordinate daily and weekly rota's, liaising with Head of Creative Arts on staff training & recruitment. Senior management support and guidance is always available.
- Become a personal license holder for the sale of alcohol whilst on duty.
- Ensure all cash handling and daily banking is carried out in accordance with company finance procedures. Typical daily takings of £500-£1000, with a daily cash taking of around £400.
- Undertake any other reasonable duties as requested by Senior Manager's.

**Accountabilities:**

**Delivering Results**

- Deliver efficient and cost-effective catering services via an organised, safe and methodical approach to workflow, including ongoing work based training, and continuous product and process assessment.
- Ensure that there is a good working relationship between all staff supporting continued business development and a positive company reputation.

- At all times represent Lincs Inspire via a smart, positive and professional approach.
- Increased spend per head and return visits are essential to the success of the café and catering facilities, this will be achieved through the delivery of an efficient, value for money, quality service that meets and exceeds customer requirements.

#### Managing Resources

- When on duty supervise and instruct catering staff (both permanent and casual staffing) as directed by Senior Management, ensuring efficient use of all staff resources.
- Ensure correct portion sizes are applied and be able to calculate food costs and manage food costs to achieve profitability.
- At all times apply stock rotation processes to minimise waste and avoid costly over stocking.
- Ensure the disposal of all waste is in accordance with all current legislative requirements, and the cost-effective use of waste contractors.
- Be responsible for all kitchen safety and security, including daily, weekly, and monthly checks.

#### Compliance with Statutory Regulations

- Ensure full compliance with current food safety and HACCP procedures and legislation.
- Keep the Better Food Safer Business book up to date for the venue, including allergen information with any menu or product changes.
- Lincs Inspire adheres to rules enforceable within the UK by the Food Information Regulations 2014 (FIR) and therefore the post holder will ensure all allergen and intolerance information is readily available and accessible by all users
- Ensure a thorough knowledge of health and safety, food hygiene, training on relevant kitchen equipment, allergies and intolerances, licensing regulations and sound product knowledge.
- Fully understand and apply all relevant operational procedures and standards as directed by Senior Management
- Ensure all equalities and safeguarding policies and procedures are fully understood and adhered to.
- Always ensure a safe working environment, supported by up to date first aid at work provision. Including clearly defined 'duty first aider' information available at the start of all shifts.
- The facility is proud of its 5-star FSA Food hygiene ratings and all staff are required to ensure this is maintained throughout.

#### Contacts and Communications

- Daily customer and supplier contact both direct and indirect through the delivery of food and beverage sales.
- Informative handovers between staff are essential to ensuring the smooth operation of all catering services, making sure all operating procedures and documentation is complete and easily accessible at the start of all shifts.
- Daily staff contact across the facility will ensure effective and meaningful communication supports the delivery of a seamless service provision.
- From time-to-time staff contact across the company and its different venues.

- Ensure safe attendance by contractors/suppliers etc. in accordance with current policy and procedure
- Promptly report any accidents, incidents, breakdowns or maintenance issues to the Visitor Experience Manager or maintenance team and record all information accurately.

### **Decision Making – Planning, Creativity and Innovation**

#### **Planning**

- Prioritise own work outputs within the guidelines and in accordance with the CafeBar's opening times.
- Priorities may change; however, these are usually planned for and will be advised by Senior Management.
- There is a requirement to support occasional evening events/events outside of normal business hours, these are well planned and full notification will be provided by Senior Management.
- The post holder will assist in the delivery of hospitality supporting corporate meetings, social events, and business functions, and will be required to liaise with the hirer to discuss and plan menus for such functions, from buffets to sit down meals. Ensuring budgets are adhered to and profit margins maintained.
- As a member of the catering team to be available to support business continuity during unanticipated incidents and to support a company responsibility in the event of local emergencies.

#### **Creativity and Innovation**

- Consistently high standards of presentation are essential to ensuring a positive customer experience.
- Flexibility and ability to respond to changing/or specific customer requirements is essential to also support a positive customer experience.
- Work with Senior Management to support and advise menu planning and create exciting healthy choices that demonstrate seasonality and celebration of local produce/ suppliers.

#### **Discretion**

- The post holder will work within defined delivery guidelines and legislation as directed by Senior Management. However, from time-to-time swift responses to customer requirements may be needed, with advice and guidance available at all times.
- The post holder will be required to directly respond to a routine customer complaint or query, for any complex or contentious matters advice and support is readily available from Senior Management.

#### **Consequences**

- The post holder will work as part of a team to ensure a positive customer experience across the whole venue
- Failure to provide a quality food and beverage service will result in negative customer satisfaction, with potential reputational damage, by maintaining high standards this risk can be avoided.
- Advice and guidance is readily available from Senior Management and therefore any effect of a direct decision is likely to be short term, readily identified and remedied with minor impact.

#### **Working Environment**

- The post holder will work within a programme of set tasks as part of the catering team and as directed by the Senior Management.

- Work may be subject to change because of cancellations or amendments to events and activities within the facility.
- This is a busy working environment, operating to seasonal variations in opening hours and can experience very busy periods especially during school holiday times. Therefore, efficient and safe operations and workflows are essential.

#### Physical Demands

- The post holder works within a commercial kitchen which requires regular periods of standing, lifting, carrying and use of commercial kitchen equipment.
- Cleaning of the kitchen, storage areas and servery is required daily and as directed by Senior Management.
- As a typical kitchen environment this also includes exposure to varying temperatures. The post holder is responsible for ensuring a safe working environment and this includes monitoring staff welfare and adherence to break-times.

#### Working conditions

- This post is based within the kitchen and café area, which includes an outdoor seating space. This may require the post holder to access the outdoor seating area.
- Corporate events and hospitality services are mainly provided within the venue's function room.
- Flexibility is essential as this role requires evening and weekend work within a programmed timetable

#### Work Context

- Work potentially involves some risk to personal safety arising from the service sector and kitchen environment.

Knowledge and Skills	Essential or Desirable	Assessment Method (Application/Interview)
<b>Demonstrate a track record or undertaking work of a similar nature and gaining experience in:</b>		
• Catering industry as Cook/Chef/Assistant Chef	E	A/I
• Front of House services and the setting of customer service standards	E	A/I
• Instructing and training catering staff within commercial kitchen facilities	E	A/I
<b>Demonstrate a knowledge of:</b>		
• Food Safety and HACCP procedures	E	A/I
• Safeguarding children's and adults legislation and procedure	D	A/I
• Design, preparation and cost effective menu planning	E	A/I
• Health and Safety regulations and Environmental Health standards and compliance	E	A/I
<b>Evidence the following skills and abilities</b>		
• Creative and presentational skills	E	A/I

• High standards of food hygiene, cleanliness and employee safety within a busy kitchen environment	E	A/I
• Staff training and development	E	A/I
• Presentation and interpersonal skills	E	A/I
<b>Education and qualifications:</b>		
• Minimum Maths and English to GCSE or equivalent standard	E	A
• Food Hygiene certification level 2 minimum, ideally to advanced standards	E/D	A
• First Aid Qualification (FAAW)	D	A
• Personal Licence Holder/prepared to undertake	E/D	A
• Customer Service training	D	A
• Safeguarding children preferably LSCB level 1/ prepared to undertake	D	A
<b>Working arrangements</b>		
• Required to work flexibly including evening, weekend and bank holiday requirements to meet the needs of the business which operates 7 days per week, 52 weeks per year	E	A/I

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