

YMCA North Tyneside

Job Description

Job Title:	Café Supervisor (2 roles)
Salary:	£17,500 per annum (£8.95 per hour)
Hours of work:	37.5 hours per week
Duration of contract	Permanent - 52 weeks per annum
Reporting to:	Head of Operations: Client Services

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

This role contributes to the provision of services to the North Shields community, which also include; YMCA Gym, provision of space for tenants, room hire for meetings, activities and conferences.

Job Purpose:

To manage the day-to-day running of our commercial cafe, based at our main site on Church Way, North Shields, NE29 0AB, as part of a 2-strong supervision team.

We already have in excess of 70,000 visits each year and we expect that this will rise to over 100,000 visits with the redevelopment of our main entrance and the café, which will seat at estimated 40 people.

The café will provide healthy food at a highly affordable price, including breakfast, lunch (2 hot options per day + soup and jacket potatoes), cakes and protein snacks, barista style coffee and freshly prepared protein drinks. It will offer a grab-and-go option for hot drinks and pre-prepared sandwiches.

The cafe will be open 8am until 7pm and will be staffed predominantly by learners on catering and hospitality qualifications, volunteers, long term work experience and apprentices.

The role of Café Supervisor is to train, encourage and manage the learners to deliver service at an appropriately high standard, and ultimately to ensure that the café delivers a surplus (profit) that can be re-invested into delivering YMCAs charitable objectives.

Reporting to:

Head of Operations: Client Services at YMCA.

Main Responsibilities:

1. To create a welcoming café environment that people actively seek out, because of the quality of both the food and customer service they receive. (We genuinely want to deliver the best cup of coffee in North Tyneside!).
2. To build relationships with learners so that they feel valued and cared for. Through doing this we believe that they will best respond to the challenges of the work environment and become successful in what they do.
3. To build relationships with customers and ensure that they receive a consistently high standard of customer service.
4. To review, challenge and innovate: looking for new and improved way to get the most out of the experience for learners and customers alike.
5. To demonstrate the values of YMCA at all times, and to cross-promote our other services and the work we do to transform the lives of young people.
6. To deliver ongoing training to learners, as well as ongoing assessment (both formative and summative).
7. To complete necessary paperwork for learners' files, reference requests and to generally assist in any way that helps learners to achieve employment or get into further training.
8. To complete necessary paperwork in respect of monitoring and evaluation of learners to ensure that YMCA is able to maximise funding opportunities.
9. To be proactive in terms of recruiting new learners through contact with referral partners and local businesses.
10. Responsible for the day-to-day Health & Safety of learners and customers within the café and related environments.
11. To take responsibility for the management of the environment, including cleanliness.
12. To manage stock and reordering of items specific to the café and to work with the kitchen team to contribute to re-ordering/stocking within the kitchen.

Scope and Limits of Authority:

The post holder is free to act in the performance of day to day duties. Any new development must be discussed with the Head of Operations: Client Services.

Relationships:

The post holder will liaise with the following on a daily basis:-

- Head of Operations: Client Services
- Training & Education Manager
- Kitchen Tutor
- Cook
- Other Training & Education Tutors (and freelancers)
- Learners
- Schools, local partners, stakeholders, business and other organisations who may refer learners

Job Description agreed on: 24th March 2017

Post Holder signature Date

Job Title: Café Supervisor

Line Manager signature Date

Job Title: Head of Operations: Client Services

HR signature Date

Job Title: Head of Operations: Programme Support and Strategy

SECTION B. Person Specification

Attitude:

Essential:

- A desire to take a learner-first approach and to help make a difference in people's lives.
- A desire to share skills, knowledge and experience and to help learners exceed their own expectations.
- A desire to deliver excellent customer service.

Experience:

Essential:

- Working in a supervisory position within a café, hotel, restaurant or other relevant customer service led environment.
- Working with team members to develop their confidence and skills in relevant areas.

Desirable:

- Experience of working with young people (16 - 25 years) in an educational or training setting.
- Prior experience of developing learners, some of which are economically inactive, have disabilities or and amongst the hardest to reach young people.
- Educated to degree standard (or other appropriate qualifications and experience).

Skills and Abilities:

Essential:

- Relevant qualifications to the café environment; including food hygiene certificate.
- Excellent communications skills in relation to learners: calm, relaxed, encouraging and quietly authoritative.
- The ability to positively engage with people of all life stages and economic/personal situations.

Desireable:

- Barista training.
- Relevant teaching qualifications and/or experience.
- Relevant assessor qualifications.

SECTION C: Terms and Conditions

Salary: £17,500 per annum (£8.95 per hour)

Hours of work (provisional):

- Role 1: 7.00am - 2.30pm (four weekdays + Saturday)
- Role 2: 11am - 6pm (four weekdays + Saturday)

Paid Leave entitlement: As per contract of employment

Sick pay provision: As per contract of employment

Pension entitlement:

You will be autoenrolled into the YMCA pension scheme, subject to meeting government set thresholds.

Period of notice offered and required:

As per contract of employment

Conditions of appointment:

- Subject to satisfactory references, and criminal background check through the Disclosure and Barring Service (DBS).
- A requirement to training / events / courses deemed relevant and appropriate when post requires.
- The first three months of your employment will be regarded as a probation period, during which time an assessment of your performance, conduct and attendance will be made. The completion of your probationary period will, however, be subject to a formal review and you will not have completed your probationary period until that review has taken place and you have been confirmed in post.

Miscellaneous:

Outside paid employment must not take place within, overlap or interfere with YMCA contracted hours

This job description sets out the task requirements required of this post.

Along with the Staff Handbook and the letter of appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting any changing of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.