

Café Supervisor Job Description

Job Title:	Cafe Supervisor
Contract Type:	Permanent
Salary (FTE)/Hourly rate of pay:	£10.00 per hour
Hours of work per week:	25 hours a week (inc. weekends and bank holidays)
Responsible to:	Head of Enterprise & Commerce
Responsible for:	Cafe Staff, Volunteers & Learners
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To manage and be responsible for ensuring the effective operation of our Café, including supervising staff and volunteers, stock management, preparing high quality products and delivering outstanding customer service.

Our Café provides daily freshly made food at an affordable price, including breakfast, lunch, cakes and barista coffee - to sit in or take away. In due course we plan to re-start our grab-and-go option for food on the go, the post holder will oversee all operations to a high standard.

Main Duties & Responsibilities:

- To create a welcoming Café environment that people actively seek out, because of the quality of both the food and customer service they receive
- Team leadership responsibilities including one-on-ones, supervisions, professional development, and HR responsibilities
- To build relationships with Volunteers and Learners so that they feel valued and cared for at all times



- To build relationships with customers and ensure that they receive a consistently high standard of customer service
- To review, challenge and innovate: looking for new ways to improve the experience for Learners, Volunteers and Customers alike
- Regarding Learners & Volunteers:
 - Deliver ongoing training and assessment as required and as instructed by Head of Community
 - Complete necessary paperwork for files as instructed by Head of Human Resources and the HR department, for example; reference requests and to generally assist in any way that helps individuals to achieve employment or get into further training
- Responsible for the day-to-day Health & Safety of customers, staff, volunteers and learners within the Café
- To take responsibility for the management of the environment, including cleanliness
- 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
- To support the Head of Enterprise & Commerce in the delivery of the Café's trading, development and marketing plans to deliver or exceed targets and KPIs

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory DBS Disclosure (the cost of which will be met by the employer).

Equal Opportunities:

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

