

<b>Community Cafe Supervisor</b>	
<b>Salary (FTE)/Hourly rate of pay:</b>	£14.08 per hour (& Benefits)
<b>Contract Type:</b>	Permanent
<b>Hours of work:</b>	30 hours per week  Work 80% of your contract and receive 100% of pay once completed probation  This role includes weekend work on a rota basis in line with the operating hours of the Community Cafe
<b>Responsible to:</b>	<i>Head of Community</i>
<b>Responsible for:</b>	<i>Community Cafe Assistants and Volunteers</i>
<b>Location:</b>	YMCA Community Cafe, Lipscomb Hall, Cockfield

### **Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, Teesdale, and RAF Leeming. 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.

YMCA Teesdale is based in Teesdale and surrounded by close-knit communities. The team at YMCA Teesdale focuses on providing projects, activities and support that bring people of all ages together to help reduce isolation in a rural area. This includes the YMCA Community Cafe in the village of Cockfield.

This role contributes to the Community Cafe which brings people together by providing a welcoming environment and a safe space for people to be. Whether they come in for a cup of tea, a coffee, lunch or to use the computers, all our services are there for the community.

### **Job Purpose:**

To lead, support and develop the delivery of our Community Cafe, based at Lipscomb Hall, Cockfield, Teesdale for the benefit of valued customers and members. This includes leadership of the Community Cafe staff and volunteer team to drive and deliver an exciting and excellent, high quality service that is expected for our community to enjoy. The post holder has the opportunity to lead change in our space ensuring that community voice is always at the heart of our offer.

The role of Community Cafe Supervisor is to ensure that our food, drink, cleanliness and customer service is "exceptional". Developing new and innovative ideas to continuously



improve the offer for the Community Cafe. The post holder will be required to manage a budget including expenditure in line with predictions and work to achieve budgeted income. The Community Cafe Supervisor will be expected to work in partnership with the wider YMCA and local community to develop and deliver on an exciting volunteer offer for individuals within the Community Cafe to offer sustainability to our work.

### **Main Duties & Responsibilities:**

The main responsibilities of the Community Cafe Supervisor are to oversee the staff and volunteers, ensuring that there is a high level of delivery, quality and cleanliness at the Community Cafe in Cockfield.

### **Team management**

- Team leadership responsibilities including professional development of the team, training, one to ones and some HR responsibilities.
- To line manage the Community Cafe Assistants and volunteers, supporting them to deliver a high level of service expected at YMCA Community Cafe.
- To drive the engagement and development of volunteers in the Community Cafe in a variety of different roles to offer sustainability to the venue while offering meaningful opportunities to the community members.
- To provide staff with rotas on a regular basis ensuring that there is adequate cover on all shifts while adhering to the budget. Ensuring staff complete accurate and timely timesheets and work with payroll to ensure efficient processes are followed.
- Responsibility for the day to day Health and Safety of the staff, volunteers and customers within the cafe. This includes monthly audits and IONA reporting for the Community Cafe as a whole.
- To build relationships with staff so they feel valued members of the team.

### **Community Cafe Service and Development**

- To create a welcoming Community Cafe environment that people actively seek out, because of the quality of both the food and customer service they receive.
- To review, challenge and innovate: looking for new ways to improve the experience of Community Cafe.
- To demonstrate the values of YMCA at all times
- To take responsibility for the management of the environment and processes to support implementation of the work which includes, but not limited to, cleanliness and food hygiene.
- To manage the processes for stock and stock rotation. To manage and oversee the process for ordering items specific to the Community Café.
- To drive excellence in the trading of the Community Cafe through development of offers, menu and marketing plans to deliver against the income targets each year.
- To drive cost efficiencies through regular expenditure control; reviewing supplier prices, improving procedures, optimising staff costs and improving the profitability on food and drink lines.
- To support the management of the Community Cafe social media account in order to promote the offer within the local community. To market the Community Cafe in a variety of different ways that doesn't rely on social media to ensure that all within the local community are aware of our offer.



- To incorporate members' voices into our work through regular consultation and engagement to ensure that what they want is what we are delivering.
- To develop and drive new ideas that lead to new customer engagement.
- To offer support to community members who come into the Community Cafe that may be experiencing hardship in daily life. Support will be available from the Youth and Community Team for this.
- To work in a way that ensures all organisational procedures are complied with in regards to financial policies and procedures associated with invoices, cash handling, bank related processes and customer payments.
- To work in a way that ensures the impact of the Community Cafe is captured. With support from the Head of Community and Youth and Community Manager, evidence is captured that allows the story of the Community Cafe and the difference it makes to be told.

### **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 enhanced DBS Disclosure (the cost of which will be met by the employer).

### **Safer Recruitment & Safeguarding**

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

### **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. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all





<b>Person Specification</b>			
No.	Essential	Desirable	Assessed by
<b>Education/Qualifications</b>			
Food Hygiene Certificate or willingness to gain Food Hygiene Certificate	X		CV & Application Form
First Aid Qualification or willingness to gain First Aid Certificate	X		CV & Application Form
Good understanding and knowledge of Health and Safety	X		CV & Application Form
<b>Experience</b>			
Previous experience in hospitality or similar setting	X		CV & Application Form
Previous catering experience		X	CV & Application Form
Experience of supervising others effectively	X		CV & Application Form
Experience of working with young people (16 - 25 years) in an educational or training setting		X	CV & Application Form / Interview
Working with team members to develop their confidence and skills in relevant areas		X	CV & Application Form / Interview
Experience of training and managing volunteers		X	CV & Application Form / Interview
Experience working towards targets and KPIs	X		CV & Application Form / Interview
<b>Skills &amp; Abilities</b>			
Ability to provide excellent customer service and support	X		CV & Application Form
Computer skills or the ability and willingness to learn		X	CV & Application Form
Ability to lead and motivate a team	X		CV & Application Form / Interview
Ability to maximise sales opportunities	X		CV & Application Form / Interview
High level of attention to detail	X		CV & Application Form
<b>Personal Skills &amp; Abilities</b>			



Ability to to work under own initiative and without supervision	X		CV & Application Form
Excellent interpersonal skills	X		CV & Application Form
The ability to positively engage with people of all life stages and economic/personal situations	X		CV & Application Form / Interview
Demonstrates a non-judgemental attitude to all people they work with	X		CV & Application Form / Interview

