

Kent County Council

Job Description: *Café Supervisor*

Directorate: Growth, Environment and Transport
Unit/Section: Kent Country Parks
Grade: KSC
Responsible to: Catering Services Manager

Purpose of the Job:

You will help run our in-house café, providing a range of foods, snacks and beverages which tie in with the ethos of the building. You will take an active role in organising the preparation and serving of food, cleaning and tidying of premises and providing a warm visitor welcome. You will be responsible for the security of cash on site and be a named keyholder.

Main duties and responsibilities:

- Lead a team delivering catering for the public at the Country Park. Working on a Rota basis, you will be responsible for running the catering facility on a day-to-day basis according to the processes and procedures set by the Catering Services Manager and for supervising other catering staff on shift. This will involve regular weekend work as part of a rota and occasional planned early starts or late finishes as business dictates.
- Prepare and serve food, clear tables, clean and carry out other duties to ensure the smooth running of the facility and supervise the standards met by other catering staff.
- Responsible for ensuring the right stock is ordered and delivered according to the stock holding levels to cope with varying demands. Keep account of stock and identify losses or shortages reporting these to the Catering Services Manager. Keep accurate accounts of stock and wastage and record these using agreed procedures. Support the stock checking process as required.
- Responsible for the accurate accounting of income and its safe storage in line with KCC regulations. Complete the cashing up and reconciliation of the café till at the end of the day in compliance with the cashing up procedure.
- Responsible for ensuring the premises (kitchen and outdoor seating area) are kept clean and tidy and meet agreed standards in line with Food Hygiene Regulations. Understand and use the agreed Food Hygiene recording system and report any anomalies to the Catering Services Manager. When required support routine and non-routine inspection visits from the Environmental Health department.
- Responsible for ensuring the day-to-day Health and Safety of the kitchen and catering areas, work practices and staff and report any problems to the Catering Services Manager
- Training and supervision of staff ensuring that they are inducted and developed according to agreed procedures and that performance is reported regularly to the Catering Services Manager.

- Supervise the sale of alcohol through the café according to the current legislative requirements and in accordance with the site risk assessment and licensing requirements.
- Ensure that high standards of customer service are always achieved including a helpful friendly welcome, well prepared and served food and beverages, a clean, tidy environment and a willingness to satisfy customer needs.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Café Supervisor*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

| | Criteria |
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| Qualifications | <ul style="list-style-type: none"> • Educated to GCSE level with an NVQ Level 2 or equivalent in a relevant discipline. • Hold a Level 2 Food Safety certificate. • Hold or be willing to work towards a Level 3 Food Safety certificate • Hold or be willing to work towards a Personal License qualification for the sale of alcohol • Hold or be willing to work towards a First Aid Qualification |
| Experience | <ul style="list-style-type: none"> • Experience of supervising a catering team in a commercial kitchen environment. • Experience of preparing and cooking a variety of foods, cleaning processes, and presentation of food products in a high-pressure commercial catering environment • Previous experience with cash and till transactions |
| Skills and Abilities | <ul style="list-style-type: none"> • Able to use a range of basic tools and machinery associated with the post, such as catering and cleaning equipment. • Numerate with the ability to handle cash accurately and account for cash and credit card sales. • Excellent customer service skills and proven delivery of these in a public setting • Good communicator. Able to respond to customer queries or find someone who can. • Organised and methodical and able to manage numerous competing demands and activities at once • Reliable, punctual and trustworthy with cash and other valuables. • Willingness to undertake any relevant training |
| Knowledge | <ul style="list-style-type: none"> • Knowledge of Kent Country Parks and our customers • Knowledge of Environmental Health Regulations in relation to the preparation and sale of food in a commercial environment. • Customer service |
| Behaviours and Kent Values | <p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make |

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making