

Directorate: Growth, Environment and Transport
Unit/Section: Kent Country Parks
Grade: KR5
Responsible to: Catering Services Manager

Purpose of the Job:

You will help run our in-house café, providing a range of healthy and interesting 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, covering for reception staff on occasion, and providing a warm visitor welcome, as well as providing a first-rate catering service for corporate clients using the conference facilities. You will be responsible for the security of cash on site and be a named keyholder.

Main duties and responsibilities:

- Lead a team of staff 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 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 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 restaurant areas) 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 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 Duty Manager.
- Supervise permanent and casual staff ensuring that they are inducted and developed according to agreed procedures and that performance is reported regularly to the Catering Manager.
- Supervise the sale of alcohol through the café according to the current legislative requirements and in accordance with the site risk assessment and licencing requirements. You will be expected to hold/obtain a personal license for which a basic

criminal records bureau check will be undertaken and to supervise junior staff when selling alcohol.

- 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.
- Work in collaboration with other Country Parks staff as directed by the Catering Manager to deliver consistent customer service at the site, including bespoke catering for functions and events as well as assist with the response to emergency situations by providing First Aid or other support as directed.

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

Kent County Council

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.

Qualifications	<p>Educated to GCSE level or equivalent with an NVQ Level 2 or equivalent in a relevant discipline.</p> <p>Hold a Level 2 Food Hygiene certificate.</p> <p>Hold or be willing to work towards a Level 3 Food Hygiene certificate</p> <p>Hold or be willing to work towards a Personal Licence qualification for the sale of alcohol</p> <p>Hold or be willing to work towards a First Aid Qualification</p>
Experience	<p>Experience of supervising a catering team in a commercial kitchen environment.</p> <p>Experience of preparing and cooking a variety of foods, cleaning processes, and presentation of food products in a high-pressure commercial catering environment</p>
Skills and Abilities	<p>Able to use a range of basic tools and machinery associated with the post, such as catering and cleaning equipment.</p> <p>Numerate with the ability to handle cash accurately and account for cash and credit card sales.</p> <p>Excellent customer service skills and proven delivery of these in a public setting</p> <p>Excellent communication skills, both verbal and written, with the ability to respond to customer queries or find someone who can.</p> <p>Excellent “people” skills with the ability to converse with and enthuse people from a wide variety of backgrounds</p> <p>Organised and methodical and able to manage numerous competing demands and activities at once</p> <p>Reliable, punctual and trustworthy with cash and other valuables.</p> <p>Willingness to undertake any relevant training</p>
Knowledge	<p>Knowledge of Environmental Health Regulations in relating to the preparation and sale of food in a commercial environment.</p>
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