Cafe Volunteer Supervisor

JOB ROLE DESCRIPTION

|  |  |  |
| --- | --- | --- |
| **JOB TITLE:** | **Cafe Volunteer Supervisor** | |
| **LOCATION:** | **Water Lily Cafe, 131 Barrack Rd, Christchurch, BH23 2AW** | |
| **HOURS:** | **20 hours (9:30am-1:30pm Mon – Fri)** | |
| **SALARY:** | **£10,400 PA** | |
|  |  | |
| **REPORTING TO:** | | **Liz Carter – Project Manager** |
| **ROLE PURPOSE:** | **To enable the smooth running of the cafe, provide nutritious affordable meals, manage the cafe volunteer rota, carry out induction and training of volunteers, assess risks, maintain stock checks and provide a friendly and hospitable environment for our beneficiaries and the general public.** | |

SPECIFIC RESPONSIBILITIES

* To oversee the smooth daily running of the cafe, including cooking nutritious meals.
* To supervise and train the catering staff, volunteers and beneficiaries.

**GENERAL RESPONSIBILITIES**

* To ensure efficient preparation, production and serving of high quality food
* To strategically develop the community café as required and with the collaboration of the line manager.
* To produce weekly ‘Specials’ menus for our elderly lunch club
* To manage all staff, students and volunteers, to include, induction/training, rotas and supervision.
* To support, develop and deliver the charitable objectives and educational mission of the Water Lily Project.
* To build confidence in our beneficiaries, catering staff and volunteers and create a harmonious & happy working environment and customer experience.
* To create excel spreadsheets to maintain good records of supervision, volunteer information, budgets and other administrative needs.
* To be responsible for the monitoring and maintaining of stock items and weekly shopping list.
* To comply with the arrangements made to deliver services in accordance with the Water Lily Project Equal Opportunities Policy.
* To hold responsibility for the upholding of standards and compliance in accordance with Licensing Laws, Health and Safety Regulations, Food Hygiene Regulations and Trading Standards.
* To carry out weekly fire alarm checks and ensure all staff, volunteers and beneficiaries are up to date with fire regulations and procedures.
* Any other duties as requested by the Project Manager

The cafe plays a key role in building confidence and training our beneficiaries and volunteers. As a community cafe it supports the charity’s Christian ethos of reaching out to local community. The Cafe Volunteer Supervisor will be responsible for ensuring these principles are adhered to in every stage of cafe design and day to day operations. They will work closely with their line manager to create a consistent educational message to our beneficiaries, staff and volunteers. This role will be a hands on role, including cooking and front of house duties as needed if short staffed.

This post is subject to successful references and completed DBS check.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Qualifications | Food/Hygiene Level 3 | HND or Degree |
| **Experience** | Past catering role  Management of volunteers  Basic Administrative skills in Word & Excel | Advanced administrative skills |
| **Skills** | Good hospitality, supervisory and catering skills required | Qualifications in Business and/or hospitality |
| **Knowledge** | Good understanding of cafe environment, knowledge of food allergies, COSH, food/hygiene etc. | Training in Fire Procedures and First Aid & Safeguarding |
| **Personal attributes** | Ability to remain calm under pressure.  Friendly, engaging, compassionate and well organised. | Innovative and creative |
| **Other** |  |  |