



Sussex Archaeological Society (Sussex Past)

Job Description

Job Title	Cafe Supervisor
Location	Fishbourne Roman Palace
Contract Type	Permanent
Reports to	Café Manager
Hours	37 hours per week
Reporting to Post Holder	N/A
Main Purpose of the Job	<p>To assist the Café Manager by supervising the running of Fishbourne Roman Palace Café ensuring high standards of hygiene and customer service.</p> <p>The Café Supervisor will ensure that the café delivers an outstanding visitor experience, and in doing so contribute to the Audience Development/ Property Business plans for the site. Using their excellent customer service skills and knowledge of the catering sector, they will ensure that café customers have a great experience.</p> <p>They may also provide support during events and work additional hours for this, which will be paid as extra with prior approval.</p> <p>They may be asked to support the admissions desk or admin office at busy times.</p> <p>Overall, the Café Supervisor will support the running of the café, ensuring that the department delivers outstanding customer service with high quality food and drink, to meet or exceed our customers' expectations and our targets.</p>

ACCOUNTABILITIES

1. Take responsibility for aspects of the day to day running of the café; perform opening and closing routines, monitor stock, adhere to cleaning schedules, supervise Café Assistants, maintain good health and safety, and good hygiene.
2. Serve and prepare food and drinks in an efficient and professional manner, ensuring the highest standards of customer service. Assist café manager with cooking when necessary.
3. Ensure that the Café Assistants provide a high standard of customer service at all times in a timely and efficient manner.

4. Ensure high standards of health and safety, tidiness, hygiene and cleanliness in the café, storage and kitchen areas, along with maintaining the relevant documentation. This includes acting as a Fire Warden for the safe evacuation of the café and nearby toilets in the case of the fire alarm sounding.
5. Assist the Café Manager with monitoring stock levels, placing orders, and cost/pricing analysis, including keeping wastage to the minimum. Assist with maintaining all relevant paperwork.
6. Assist the Café Manager with the staff rotas, training and supervision of staff.
7. Be responsible for the locking/unlocking of the café at the start and end of each day.
8. Support the delivery of outreach and promotion of the site on social media, including café offers.
9. To be able to provide information on Fishbourne Roman Palace and Sussex Archaeological Society to visitors.
10. To assist and support events, particularly hospitality events and functions, including set-up and take-down; this may mean working outside of normal hours.
11. Along with the rest of the Fishbourne Roman Palace staff team, be willing to assist with general safety and security on site.
12. Undertake training as necessary and attend staff meetings as requested. Cascade information to the rest of the team as appropriate.
13. Provide support for the admissions desk and the admin office during busy times. This could include working additional shifts in these locations.
14. Willingness to work at other SussexPast sites if required.
15. An understanding of equalities and how to carry out the role ensuring that the Society's equalities obligations are met.
16. In addition, the post holder has a responsibility to undertake any duties that might be reasonably expected by the Café Manager or Property Manager.

Please note that the role involves exposure to heat in the kitchen, manual lifting and handling of food stock and standing and walking for long periods.

There is a requirement for some weekend working, bank holidays & some evenings.

This job description sets out the accountabilities of the post at the time when it was drawn up. Such accountabilities may vary from time to time without changing the general character of the accountabilities or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading or pay of the post.

Person Specification

Cafe Supervisor

Criteria	Competency	Essential	Desirable
Key abilities and skills	Skills in basic food preparation and cooking with a high standard of presentation, including baking skills	√	
	Ability to operate the till for payment transactions (training provided).	√	
	Excellent communication skills and a friendly manner	√	
	Excellent customer service skills	√	
	Ability to supervise staff positively and pro-actively	√	
	Good organisational ability in a busy work environment	√	
Education & Qualifications	Food Hygiene or Food Safety Certificate (Level 2)	√	
	Customer Service training		√
	First Aid at Work		√
Knowledge & Experience	Previous catering experience in a commercial environment	√	
	Ability to handle cash and make payment transactions accurately.	√	
	Previous experience in a customer facing role	√	
	Understanding of health and safety policies and procedures including fire evacuation in relation to the site	√	

	<p>Knowledge of stock control and purchasing</p> <p>Previous experience of supervising people</p> <p>Awareness of equality and diversity</p>	<p>√</p> <p>√</p> <p>√</p>	<p>√</p>
<p>Personal attributes and behaviours</p>	<p>Reliable and able to work unsupervised</p> <p>Professional manner and appearance</p> <p>Self-motivated and proactive attitude</p> <p>Team player</p> <p>Flexible attitude to duties and available to work some weekends</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	