

WESTON-SUPER-MARE TOWN COUNCIL

JOB DESCRIPTION

Post:	Catering Supervisor – Museum
Salary:	JG4 SCP (7-11) * revised April 2019
Responsible to:	Visitor Services Manager
Responsible for:	Catering Assistants, Casuals & Café Volunteers
Hours:	Full Time - 37 hours per week as and when required to include weekends and evenings

Management Relationships:

The post will report directly to the Visitor Services Manager and act as a key contact for the Museum. The post will be responsible for supervising the Catering Assistants, Casuals & Café Volunteers.

Purpose of Role:

To supervise the day to day running of the café and ensure that customers' expectation of food and beverage and customer service are met. This will include all aspects of café operation including equipment, facilities, health and safety, customer-care, administration, menu costing, design and implementation, and contribution towards the Museum's marketing plan.

Specific Responsibilities:

- Designated Person and key holder responsibilities for the Museum, including coordination of fire evacuation as necessary, opening and closing and ensuring the café is secure at all times.
- Setting up and managing the café each day.
- Designing and implementing menus as required to meet the needs of the Museum users.
- Preparation of hot and cold meals and drinks to order in compliance with food hygiene and health and safety regulations.
- Monitor and record relevant steps and activities of food preparation and hot and cold storage using 'Safer Food Better Business' guidelines.
- Overseeing the work of Catering Assistants, Casuals and Café Volunteers.
- Working with the Volunteer Coordinator to ensure that the café is always adequately staffed with volunteers.

- Ensuring high levels of cleanliness and hygiene are met at all times.
- Ensuring that high levels of customer service are provided at all times.
- Responsible for providing training, supervision and support to paid staff and volunteers.
- Responsible for the cleaning, repair and maintenance of café machinery and daily records for health and safety.
- Cash handling and float reconciliation.
- Ordering and storing of food, beverages and cleaning products, as well as stock takes and maintaining stock levels at appropriate levels.
- Awareness of licensing restrictions, laws governing sale of alcohol and reporting all breaches to Visitor Services Manager.
- Responsible for the running of the café during events, including catering, hosting and late night opening in conjunction with the Visitor Services Manager.
- Liaise with the Visitor Services Manager to ensure that financial sustainability is achieved and maintained by reviewing café pricing and wastage.
- Liaise with the Visitor Services Supervisor on catering requirements for internal and external hires and museum events.
- To comply with Council 'Management Standards' in staff supervision.

General:

- Ensuring that systems and processes comply with Council Policy and Procedures.
- Complying with the Council's Equal Opportunities, Health & Safety and Safeguarding & Data Policies at all times.
- Acting as a Designated Person and key holder for the Museum.
- To adhere to the principles of Equality and Diversity.
- Undergoing such training as shall be identified by the Visitor Services Manager.
- Undertake any such other duties as reasonably requested by the Visitor Services Manager.
- Assist with the Council's civic and community programme.