

Catering Supervisor

“Choose a job you love and you will never have to work a day in your life” – Confucius

VACANCY REFERENCE CODE: 50/2019

Please quote this code on the application form

- **Location:** The Reader, Calderstones Park, L18 3JB
- **Reporting to:** The Catering Manager
- **Hourly Rate:** £8.43 per hour
- **Hours:** Minimum 8 hours per week on a rota basis spanning 0800-1800 hours, Monday to Sunday.
- **Duration:** fixed term

About this role

This role will work across the catering provision of The Reader Enterprises, in our café, ice cream parlour, and events. They will work in a team developing and delivering a range of profitable catering offers that work in harmony with The Reader Group's ethos and vision and consistently delivers a high level of customer service.

The café and ice cream parlour are open seven days a week and provide a quality and affordable offer for the local community in welcoming environments. We are looking for a hard-working, honest and experienced individual who is comfortable supervising others to join our growing Enterprise team. You will be invited to participate fully in the development of our exciting Social Enterprise which offers many opportunities for growth and development.

Talk to us about your hopes and ambitions at interview.

Key Responsibilities

- To uphold the reputation and values of our organisation when dealing with customers and colleagues.
- To create and maintain a friendly, vibrant, and supportive atmosphere across the enterprises, whilst ensuring high standards of customer service.
- To work as a member of wider Reader team through engaging customers in conversations about The Reader's charitable mission and plans for Calderstones.
- To ensure compliance with our food safety management system and health and safety requirements, including daily HACCP (Hazard Analysis and Critical Control Point) diary entries. Training will be provided.
- To ensure high levels of hygiene and cleanliness in all areas of each enterprise is consistently maintained, including supervising staff to adhere to the standards required.

- To be a key holder with responsibility for opening up and setting down the catering sites. This involves the application of specific procedures such as cash handling and daily till reconciliation procedures. Training will be provided.
- To prepare and present food and drinks to a high standard, this includes the café's barista service, breakfast/lunch menu and the parlour's ice cream and drinks offer. Training will be provided.
- To be the first point of contact on a shift for dealing with any customer service, resourcing or technical problems such as customer complaints, till problems or staffing issues.
- To ensure the smooth running of shifts or events which includes, maintaining stock levels, operating the till and supervising Catering Assistants and Catering Volunteers to ensure an excellent service.
- To deliver training to new members of staff and to provide ongoing guidance and supervision to Catering Assistants and Catering Volunteers.
- To provide practical help in the café kitchen and to undertake any other reasonable duties as requested by manager.
- To be an active member of the team, undertake training, contribute to team meetings and take responsibility for personal development.

Person Specification

The Reader Enterprises are a key way in which the charity meets the public at Calderstones. Therefore we need staff who are friendly and who have or are able to learn great customer service skills. We are looking for someone who is kind but bold, who can lead others, cares, is willing to work hard and does what it takes to get the job done. You will be a person of integrity, honest, straightforward and able to speak up about things that matter.

<p>Knowledge/ Technical Skills/Experience</p>	<ul style="list-style-type: none"> • Experience of working within the catering and hospitality industry or a similar fast paced environment (E) • Highly motivated with the ability to use own initiative to resolve problems with minimal supervision (E) • Excellent communication and customer service skills with the ability to develop good relationships with colleagues and customers. (E) • Have enthusiasm and energy with the ability to adapt to situations quickly in a fast paced environment (E) • Strong organisational and time management skills with an eye for detail particularly around the presentation of the catering offer (E) • An individual who can demonstrate a high level of honesty and integrity, ensuring that correct procedures are followed at all times by the Enterprise team. (E)
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	<ul style="list-style-type: none"> • Experience of supervising, training and developing others (D) • Experience of working with and developing volunteers (D)
Special Circumstances	<ul style="list-style-type: none"> • Be willing to learn about and align yourself with our ethos and values. Be able to demonstrate an understanding of the wider work of The Reader, and its social values and have a good understanding of the purpose and social mission of The Reader at Calderstones (E) • Flexibility to be able to work on a rota basis spanning 0800-1800 hours, Monday to Sunday (E) • A passion for literature (D)

How to Apply

- Note. Please do not just send in a CV. We will only consider applications that adhere to the following process -
- Visit www.thereader.org.uk and select the 'Get Involved Section' where you will be able to view the full job description, recruitment pack and download an application form. Please complete the application form and submit to kateharrison@thereader.org.uk

Deadline for applications: Thursday 25th July 2019, 9am.

- NB: applications arriving after 9am will not be considered
- A high volume of applications may make replies to everyone impossible.

Selection Process: If successful at shortlisting you will be invited to attend a panel interview. You may be required to complete a selection task at the interview if this is the case you will be informed of this prior to the interview date.