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| **Post Details** | **Last Updated: 23/08/2022** | |
| **Job Title:** | Café Supervisor | |
| **Job Family & Job Level** | Operational Services | Level 2B |
| **Responsible to:** | Café Manager | |
| **Responsible for:** | Day-to- day supervision of Baristas | |
| **Job Purpose Statement**  As part of the Surrey Sports Park Catering Team and under the guidance of the Catering Operations Manager, this role has responsibility for assisting the manager in operational day-to-day management of the cafe and for actively contributing to its success. The post holder is responsible for shift running and managing junior staff on shift; the smooth running and operation of which will reflect directly on the reputation of the Café and SSP. | | |
| **Problem Solving, Accountability and Dimensions of the role**  The post involves dealing with a relatively narrow range of routine daily tasks and day-to-day supervision of staff. The way in which the post holder completes these tasks is determined by set procedures and guidelines/best practice. The post holder may at times be required to carry out a basic level of prioritisation of tasks, in response to the needs of the customers.    The post holder will deal with a variety of routine issues within their own area of work. Due to the routine and prescriptive nature of the majority of these tasks, they are generally able to operate with minimum day-to-day supervision. On a day-to-day basis, appropriate courses of action will often be a matter of choice, influenced by prior exposure and through reference to well-defined procedures. The post holder may occasionally experience more unusual problems/issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer to their line Manager for guidance/advice.In order to ensure the continuing success of the cafe, the post holder is expected to take a pro-active approach and to actively seek to identify any areas of improvement. Under the guidance of their line manager, the post holder may be expected to implement any changes.  The post holder is expected to answer simple queries from customers and to solve problems that arise from those queries as a matter of good customer service. The post holder will support the Manager in acting as an escalation point for STM’s, where questions or issues arise, which fall outside of the remit of their role. Resolution for these issues will usually be found through referring to their own previous experience of similar problems or through making reference to departmental policies and procedures.    The post holder is expected to comply with clear and established procedures and health and safety regulations regarding the use of any equipment and to comply with relevant food safety legislation/guidelines with regards to the safe preparation of food. The post holder will support the STM Supervisor in ensuring that these processes are followed by staff. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of foodborne illnesses, damaged equipment or the personal safety of the post holder and their team being placed at risk.  The post holder will assist the Manager in the supervision of a small team of staff, providing instructions on their daily work routines and training on customer service, food safety, hygiene and kitchen procedures. The post holder will support the Manager in ensuring that the team supports the overall objectives of the department and that excellent service is delivered. In the absence of the Manager, the post holder will take the lead in providing the day-to-day supervision of staff, although management will lie with the Manager.    This post impacts across the SSP Cafe in the provision of its service. Poor service quality may impact upon the smooth operation of the facility and its reputation, as well as the wider reputation of the SSP. The post holder has no budgetary responsibility.  **Background Information/Relationships**    Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.  The post holder will work closely with all Sports Park staff and both internal and external guests. | | |

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| The café is a 190 seat cafe situated in the heart of the Surrey Sports Park, offering customers locally sourced coffee and an excellent coffee experience.    The post holder works closely with other restaurant staff and has occasional contact with the central Hospitality and Catering Services (HCCS) department. The post holder is expected to communicate with a wide range of guests to the SSP in a helpful and courteous manner. | | |
| This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. Surrey Sports Park expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.  Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose. | | |
| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | |
| **Qualifications and Professional Memberships** | | **Essential/ Desirable** |
| GCSE level (numeracy and literacy) or equivalent vocational qualifications | | D |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet). | **Essential/ Desirable** | **Level 1-3** |
| Basic Numeracy | E | 1 |
| Experience of providing excellent customer service | E | 2 |
| Able to communicate effectively with others | E | 2 |
| Some catering experience | E | 1 |
| Previous cash handling experience | E | 1 |
| Experience of working within a team | D | n/a |
| **Special Requirements:** | **Essential/ Desirable** | **Level 1-3** |
| To work during unsocial hours, including early mornings, late evenings and at weekends. | E | n/a |
| Ability to bend and lift reasonable loads | E | n/a |
| Criminal Records Bureau Clearance | E | n/a |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade. | | **Level 1-3** |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Teamwork  Continuous Improvement  Problem Solving and Decision Making Skills  Leadership / Management  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills Strategic Thinking | | 1  1  1  1  1  1  1  n/a  n/a  n/a  n/a |
| **Organisational Information** | | |
| **All staff are expected to:**  Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.    Help maintain a safe working environment by:   * Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. * Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy. * Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. * Undertake such other duties within the scope of the post as may be requested by your Manager. | | |
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| **Key Responsibilities**  This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose. | | |
| 1. **Skilled job role activity:** Customer service duties, handling payments, preparation of service and customer areas, general cleaning duties in accordance with Health and Safety guidelines. 2. **Operational day to day supervision of staff:** To oversee the job activity of Service Team Members and to report back to the Starbucks Manager. 3. **Operational control:** To act as a liaison between Service Team Members and Management. To assist the Manager with the day-to-day running of the Cafe, to include delegation of tasks, cleaning rotas, staff rotas, record keeping, stock rotation and ordering, quality control, cash handling and building security and to deal with customers with regard to service queries and issues. 4. **Food and Beverage:** To ensure that supplies are maintained at the right level and ensure standards of food safety and presentation are adhered to. 5. **Training:** To assist with the training of Baristas and to identify training needs with the Manager. **N.B. The above list is not exhaustive**. | | |