ORKNEY ISLANDS COUNCIL

Cafe Supervisor

Kirkwall Community Centre (St Magnus Café)

At a glance:

Grade: D
Salary: As per advert

Allowances:

- Distant Islands Allowance
- Unsocial Hours 10%

Job Purpose:

Responsible for all aspects of the day-to-day management of the St Magnus Café, Kirkwall Community Centre and Town Hall facilities, ensuring a professional and commercially sustainable food offer is delivered to those using the café and function rooms but also promoting the Café and centre as a provider of high-quality hospitality service.

For application support contact **hrsupport@orkney.gov.uk** or call **01856 873535 ext.2250**

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Main Duties and Responsibilities

Manage the delivery of a high standard café service from the St Magnus Café, within the allocated resources, including ordering provisions from nominated suppliers.

Providing advice, information and support to facility users and community groups, including maintaining and hiring out equipment and resource, and implementing effective procedures for facility bookings.

Ensuring that all staff and work practices comply with Health and Safety requirements, Food Safety requirements, Allergen Management and COSHH and Labelling Regulations, including the completion of all associated records.

Developing the St Magnus Café as a provider of a high-quality food service, delivering smooth and efficient operation of the kitchen whilst working within budgetary and income generation targets and goals.

Planning and developing varied menus to meet the needs of café and facility users.

Organising staff and duties related to the preparation, cooking and service of meals, snacks and drinks for café and facility users, leading by example in providing outstanding customer service and encouraging and promoting excellence in the workplace.

Work with the Catering Management team to identify and realise any potential savings and develop and promote income opportunities.

Manage the performance and attendance of staff, as required, completing rotas and ensuring correct levels of staffing within the café and centre facilities, referring issues to the Catering Management Team as appropriate.

Reporting equipment faults as per procedure and advise the Catering Management Team of any recurring issues.

Have a comprehensive understanding of the security requirements of the café and centre facilities and ensure that all staff are fully competent to deal with safety and security issues whilst on duty in the building.

Ensure that all cash handling complies with financial regulations, all income is accounted for and any issues of non-payment are managed as per the agreed procedure.

Assist with the recruitment, selection and training of kitchen staff, to monitor performance and, where necessary, take appropriate action to remedy any issues.

Responsibilities for All

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must have

Professional Cookery qualification, SVQ level 3 or equivalent experience in a similar or transferable role.
Minimum of 12 months experience of supervision or management in a food preparation, cooking and/or service facility.
Intermediate Food Hygiene Qualification (holders of Elementary level will be considered on the understanding that they will complete Intermediate within 6 months of appointment)
Ability to demonstrate knowledge of food safety management and food hygiene.
Previous experience of dealing with customers.
Ability to demonstrate knowledge of health and safety relevant to commercial catering.
Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service.

Requirements of the Role

Disclosure:	Level 1 Disclosure check	Convictions to Declare:	Current
Politically Restricted Post:	No	Sponsorship:	No
Work Additional Hours:	No	Term Time Post:	No