

JOB DESCRIPTION

Cafe Supervisor

Hours of work: 35 hours per week across the year

Type of contract: Permanent

Based at: The Nature Discovery Centre, Thatcham

Salary Band: B

BACKGROUND

The Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (also known as BBOWT) was formed in 1959 and has a vision of an environment rich in wildlife for everyone, valued by all. We aim to lead the way to nature's recovery through innovative land management, and connect people with nature to improve their wellbeing. We work in partnership and through collaborative projects with local communities, businesses, land owners and local authorities. In the three counties BBOWT owns or manages over 80 nature reserves covering 2,500 hectares. We have more than 50,000 members, employ over 100 professional staff, and have active support from more than 1,350 volunteers. Each year around 12,000 schoolchildren visit our education centres. BBOWT has an annual turnover of over £6 million and receives income from membership subscriptions, grants and donations. BBOWT is one of 46 Wildlife Trusts working across the UK, each is a corporate member of the Royal Society of Wildlife Trusts.

Our mission – To create a Living Landscape across our towns, cities and countryside and inspire our communities to act for nature.

Our aim – To lead the way for nature's recovery and connect people with nature, so that:

- Our soil and water resources are managed to create functioning ecosystems and wildlife-rich places.
- Local communities, decision-makers, landowners and business work with and for nature.
- People recognise their dependence upon nature and its value to their mental and physical wellbeing.

The Nature Discovery Centre (NDC) is a thriving Visitor Centre which offers a great day out for all the family. Based in a lovely lakeside setting, we have interactive wildlife and natural history displays as well as a network of footpaths navigating a mosaic of different natural habitats. There is fantastic wildlife to see year-round. The Café sits within our visitor Centre and offers welcome refreshment to the broad range of visitors to this lovely site.

REPORTING LINE

Reports directly to Nature Discovery Centre Manager

JOB PURPOSE

- To manage and oversee the running of the busy Lakeside Café at the Nature Discovery Centre; to ensure an exceptional level of customer service is provided and to work with the Centre Manager to promote income generation of this important trading provision of the Centre

STAFF MANAGEMENT

This role manages 3 part time Café Assistants and several fixed term contract staff

BUDGETARY RESPONSIBILITIES

The post holder has responsibility for managing café income and expenditure against agreed budgets

KEY RESPONSIBILITIES

- Responsible for ensuring that the café and kitchen areas are maintained to a high standard ensuring compliance with health, safety and hygiene legislation and guidelines and the site risk assessment
- Ensure food is prepared to a high standard
- Maintain the staff rota of the café to ensure adequate cover through a mix of permanent and sessional resources accommodate demand and seasonal variations
- Promote an excellent level of friendly customer service to ensure that visitors receive a highly valued experience at NDC
- Responsible for the smooth running of the café during events and deliver a high quality and unique corporate hospitality menu in order to support our expansion of bookings and subsequent income for the Lakeside room
- Assist the Nature Discovery Centre Manager in managing cost effectiveness of the café by increasing sales and reducing cost of sales to deliver realistic and profitable financial performance
- Create a seasonal menu for the Lakeside Café in order to promote increased use and turnover for the Café and maximise profit
- Effective stock management and undertake quarterly stock take
- Manage Lakeside Café financial systems, including stock ordering, cashing up each day and adding stock to back office EPOS
- Promote good communication within the team and team working
- Active public face of BBOWT and promote a positive image of the Trust in person and through social media to all visitors
- Adhere to all policies, procedures and systems and reflect the values of the Trust
- To represent the Trust in a professional manner and to act at all times in a manner which will only enhance its reputation
- Engender a culture for encouraging membership recruitment within the team
- Ensure that all health and safety obligations are met in all aspects of the role
- Execute any other duties as delegated by the line manager, Head of Department or Chief Executive

(PTO)

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and experience of food safety management	✓	
Experience of working in a busy customer focused environment	✓	
Experience of cash handling and reconciliation	✓	
Welcoming and approachable and confident in dealing with public in difficult or very busy situations	✓	
First Aid at Work certification	✓*	
Food Safety certification	✓*	
Defibrillator certification	✓*	
Evacuation Chair certification	✓*	
Proficient IT user (MS Word, Outlook, Excel)	✓	
Excellent organisational skills, ability to work under pressure and to meet deadlines	✓	
Ability to deal with the public, Trust members and volunteers in a friendly and professional manner in a variety of situations	✓	
Experience of staff management	✓	
Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion	✓	
Willingness to work regular weekends and occasional Bank Holidays	✓	
An existing interest in wildlife, or a desire to learn		✓
Experience of commercial catering		✓
Experience of menu planning		✓

✓* Means that the certification must be achieved within 6 months of being appointed in post (if not already qualified). In these instances, the candidate appointed will receive appropriate training and two opportunities to pass assessments to ensure that they do meet the criteria. The training and assessments will take place within the six month probationary period or a longer period if agreed by the Trust. A consistent failure to achieve an adequate standard in tests for 'essential' skills is likely to mean that the employment will be terminated.

MEASUREMENTS OF SUCCESS

- Maintain a hygiene rating of Level 5
- Low wastage and good stock management
- Increased levels of income generation
- Visitor satisfaction surveys