

## **Job Description**

### **Café Shift Leader**

**Hours of work:** Average 19.5 hours per week, according to rota. Alternate Weekend working and occasional bank holidays and evenings.

**Type of contract:** Permanent

**Based at:** College Lake Nature Reserve, Tring, Bucks, England

**Croner rank:** 7

### **Job Purpose**

To supervise the daily running of the busy café at College Lake. To help us deliver our local offering including homemade cakes. To uphold excellent food hygiene, health and safety standards.

### **Reporting Line**

The post holder reports to the Café Supervisor

### **Line Management**

This role has no line management responsibilities.

### **Key Tasks**

- Supervising the daily operation of our busy café
- Providing an excellent level of customer service
- Food and drink preparation, including cooking a basic menu and baking
- Carrying out the daily opening and closing procedures for the café
- Ensuring all food safety and hygiene checks have been completed for the day
- Supporting the Café Supervisor with the training of new team members
- Being a role model for good communication within the team
- Assisting the Café Supervisor with the ordering of stock / carrying out stock takes
- Assisting the Café Supervisor in the creation of a vibrant seasonal menu for the Café
- Any other tasks as requested by the Café Supervisor or Visitor Centre management team.

### **Person Specification**

- Food Hygiene Level 2 qualification with ability to attain Food Hygiene Level 3\*
- Café or other similar customer focused hospitality environment skills
- A welcoming approach in dealing with the public and colleagues
- Ability to coordinate a team and resources to adapt to changing demands in the café
- Ability to work under pressure
- Ability and willingness to demonstrate the BBOWT behaviours and values

\* The Café Shift Leader will need to pass Food Hygiene Level 3 training within six weeks of starting in post. A failure to pass this test is likely to mean that the employment will be terminated.

## **Measurements of Success**

- Maintain a hygiene rating of Level 5
- Positive feedback from customers and colleagues
- Positive financial performance of café achieving income budgets and managing costs
- Well run and compliant café.