

Job Description

Café Shift Leader

Hours of work: 22.5 hours per week for summer period (typically 1 April - 31 October), and 19.5 hours per week for the winter period (typically 1 November – 31 March). Hours are worked according to the fortnightly Café rota. Alternate weekend working and occasional bank holidays and evenings are required.

Additional zero hours work may also be available to cover sickness and holidays.

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.