

Job Description:

Café Supervisor

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| Function: | Schools  |
| Job:  | Café Supervisor  |
| Position:  | Crypt Supervisor  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Trevor Phillips - Catering Manager – Clifton College  |
| Additional reporting line to: | Simon George – Assistant Catering Manager  |
| Position location: | Clifton College  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Overseeing the smooth running of the Crypt Café bar plus assisting with retail functions throughout the campus
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Account Director Account Manager Catering Manager  Assitant Catering Head Chef  Manager  Crypt Supervisor Front of House Sous Chef Chefs  Supervisor |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * To plan and organise all sales at the Crypt, ensuring a smooth running operation, ensuring the 6th Formers have a place call their own.
* To prepare and serve food according to an agreed menu
* Liaise with the users, review and develop the service to meet the needs of the customers
* To keep accurate records, including costings, invoices and Food Safety information.
* To maintain and rotate stock levels, ordering of food and ensuring appropriate storage
* To liaise with head chef in ensuring menus are fully up to date with current trends, seasonal and cost effective
* To support the rest of the catering team with hospitality service as and when required
* To ensure all areas of the Crypt are kept clean and tidy
* To take responsibility for cash, takings and control measures
* To liaise with the JCR Committee as and when required
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To make sure you are aware of, and meet the legal and college requirements for Fire, Health and Hygiene
* To report any Health and Safety issues to your line manager including any accidents and near misses
* To promote good safety habits and methods of work
* To assist in the preparation of hospitality, setting up, clearing down, ensuring all is left to a high standard
* To comply with college procedures relating to cash handling and security reporting any issues to your line manager
* To maintain any temperature records as required and to report any variance
* To operate machinery as shown and trained to do so, ensuring the equipment is used safely and in accordance with current regulations and company policies
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To be polite, professional and friendly at all times, with customers, clients & colleagues.
* To ensure the highest level of customer care is adhered to at all times
* To demonstrate a can – do attitude towards individual customer requests and strive to exceed customer expectations
* To maximise all sales opportunities
* To accept payment from customers, including a till operation
* To acquire a good knowledge of all products in order to be able to advise individual customers on their product choice
* To actively gain feedback, passing on comments gained to your line manager
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **To my Customer & Clients*** I have a positive and lasting relationship with all my customers and clients
* I act on customer requests and anticipate their needs
* I take every opportunity to improve my customers and clients experience

**To Myself*** I take pride in my appearance
* I demonstrate a positive attitude and behave appropriately
* I take the opportunity to continuously learn and grow with the college

**To my Team*** To create an environment of fun and teamwork
* To ensure uncompromising standards of cleanliness, creating a safe work place

**To the College*** To be proud to represent Clifton College
* To be committed to delivering the best levels of service, and help Clifton College deliver its service promise
* I adhere to the College Rules & Regulations
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date 04.05.17 |  |
| Document Owner | Gary Smith  |

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