



Quaggy Café Supervisor Job Description

Job Title: Café Supervisor (Quaggy Community Café)

Responsible to: Community Development Lead

Pay: £9.52 per hour based on a 37.5 hour week

Plus occasional out of normal hours events, pop up evenings and the annual Quaggy. Carnival

Location: The Quaggy café situated on the Parkside Estate, Lewisham

The Café is to be a lively, vibrant and unique space delivering more than just food drink, but providing a place for people to come and meet in the local opportunity, to learn new skills through workshops and events. The Café has facilities for 30 covers

Main Purpose of Job:

Working as part of a team with the Cook, assistant and Community Development lead to deliver a community based café. Helping to support events and workshops such as supper clubs and themed nights.

Serving and making teas, coffees and food in support of the Cook.

Key tasks

Supervisory responsibility

- Manage day to day management of the café, including staff rotas', ordering, planning menus, cleaning, record keeping and general administration.
- Develop and manage relationships with customers, ensure positive, friendly and efficient service is delivered by staff and volunteers and respond to complaints and queries.
- To supervise and manage the community café, offering a warm, welcoming environment to all café users.
- To ensure that sessions run safely to a high standard and that all procedures for health and safety, including food hygiene and safety and fire safety are fully implemented.
- To complete all safer food better business paperwork and ensure that other businesses or service users adhere to policies when using the kitchen.

- To contribute to facilitating community involvement in the café, in particular through seeking and listening to feedback from café users and potential users and ensuring that their voice is reflected in monitoring and review.

Staff management

- To prepare fresh food on the menu alongside the cook, assistant and volunteers.
- Oversee and direct the café staff – including induction of new team members.
- Attending meetings as required, writing and or presenting reports to the Community Development Lead and Chief Executive Officer.
- Oversee, train and support volunteers who offer their time in the Quaggy Café to help them contribute to the café operation.

Finance

- To take responsibility for cash transactions during the session, for cashing up and safeguarding resources as instructed.
- To plan menus, order food, drink and other supplies as required.

Stock management

- Stock take and to keep accurate records of each session.

Events

- Provide support to hospitality and other aspects of QDT's activity and events.

General

- To participate in training programmes as necessary, including in-service opportunities and to progress personal and professional development in order to meet the changing demands of the post.
- To carry out any other work as directed that is appropriate to the level and general nature of the duties of the post.
- To establish and maintain good working relationships with appropriate staff within the service and with external agencies and partners.
- To ensure that the duties are undertaken with due regard and compliance with the Data Protection Act, Information sharing and related legislation and regulations.

- To carry out all duties with due regard to the provisions of health and safety regulations and legislation and the Quaggy Development Trust's equal opportunities and customer care policies.

Location: Quaggy Café at Parkside, Lewisham

Holiday entitlement: 20 days a year, 3 days of which to be taken at Christmas, and bank holidays for full time position

QDT operates an auto enrolment pension