



**Job vacancy at BASIC (Brain and Spinal Injury Centre)  
November 2021**

**CENTRE SUPERVISOR: Café Supervisor** (£20,800 pro rata).  
30 hrs per week £15,600pa

Food for thought Café is based inside our centre on Eccles New Road and serves centre staff, centre users and visitors as well as our local community.

You will be a self-motivated and creative individual with great culinary and people skills and the ambition to take our café to the next level.

Previous catering experience in a busy environment is essential as you will have day to day responsibility for the safe production of food and drink. A food hygiene level 2 qualification is essential and a level 3 desirable (we are happy to assist towards this higher qualification).

In return we offer a real opportunity to take the next step in your career, developing your skills whilst working for our fabulous charity within our friendly local community setting.

**How to apply:**

Please send your CV by the **deadline of midday on Monday 15<sup>th</sup> November** marked PRIVATE & CONFIDENTIAL to: [david@basiccharity.org.uk](mailto:david@basiccharity.org.uk) or by post to PRIVATE & CONFIDENTIAL, CEO, BASIC, 554 Eccles New Road, Salford, M55AP.

For further information please see our website [www.basiccharity.org.uk](http://www.basiccharity.org.uk) or call 0161 707 6441  
Interviews will be held on Monday 22<sup>nd</sup> November following which the successful applicant will be confirmed to start work ASAP.

## **JOB DESCRIPTION**

**Job title: CENTRE SUPERVISOR: Cafe Supervisor**

**Responsible to: CEO**

**Responsible for: Café Assistants (Volunteers)**

### **Principal Function**

To ensure the overall smooth running of BASIC's 'Food for Thought' cafe operation, ensuring excellent service standards are maintained at all times and target margins are met.

The Cafe Supervisor will be responsible for ensuring the delivery and maintenance of high standards of service and hygiene. They will also bring flair and enthusiasm to the role and will be encouraged to develop a cafe offer that reflects and supports the BASIC brand.

To supervise a team of Cafe Assistants and to develop high performing team culture, leading by example.

### **Main Duties and Responsibilities**

- To cook a limited but high quality, 'made from fresh' hot food offer e.g. soup, sandwiches, pasta dish, cakes etc
- To prepare a limited but high quality range of foods for take-away and home consumption.
- To update and refresh the café offer seasonally and to suggest seasonal and other specials.
- To ensure the cafe operation (opening, closing, service and security) is operated in line with procedures and any other written and verbal communications.
- To ensure all cafe storage, service, stock and production areas are consistently clean and tidy and that the appropriate documentation is maintained.
- To ensure the cafe is fully stocked at the start of service and to reconcile stock back to sales the previous day using EPOS reports.
- To ensure the dressing, appearance and presentation of the cafe throughout service is of a consistently high standard and that excellent levels of cleanliness and hygiene are maintained at all times.
- To ensure high standards of customer service at all times and to be an exemplar for the team in excellent customer service delivery.
- To compile weekly rotas for a team of Cafe Assistants, ensuring the efficient and effective use of resources.
- To ensure that appropriate planning and preparation is undertaken for seasons and events.
- To supervise Cafe Assistants in their duties ensuring all service and operating procedures are followed.
- To ensure new staff and volunteers are inducted and trained in their role and to assist in the ongoing training and development of cafe staff and volunteers.
- To ensure the taking of cash, the recording of sales and till reconciliation is all carried out in line with financial procedures and any other written and verbal communications.
- To cash up daily takings in preparation for banking in line with procedures.
- To ensure a safe and secure working environment is maintained for all employees and customers by ensuring adherence to relevant Health and Safety legislation and procedures.
- To ensure all Environmental Health regulations are met in the management and operation of the cafe.
- To ensure all due diligence paperwork is correctly maintained, e.g. temperature records taken for refrigerators, stock is correctly rotated dated and labelled etc.
- To manage the ordering of all provisions (food, beverage, cleaning and disposables) as required and in line with financial procedures.
- To ensure the recording and disposal of damaged or out of date food accordingly and ensure the safe disposal of all refuse from the cafe.
- Any other duties and responsibilities such as may be reasonably required within the level of the post.



## Person Specification

### Essential

- Experience of working in a food and beverage environment
- Experience of baking and production of a limited hot food offer
- Excellent customer service skills and ability to lead by example
- Holds current relevant food hygiene qualifications (minimum of level two)
- Ability to maintain high standards of service while working under pressure
- Understand and support the vision and ethos of BASIC
- Ability to work independently as well as part of a team
- Sales oriented and target driven approach ability to maximize sales opportunities

### Desirable

- Experience as a Barista
- Cafe Supervisor or equivalent position
- Experience of supervising staff and of leading and motivating a team
- Level three Food Hygiene Qualification (BASIC are willing to support training in this)
- Experience of stock control: ability to manage stock effectively and achieve GP targets
- Familiarity with EPOS systems and general computer literacy (Microsoft Office: Word, Excel, Outlook etc)

## Terms & Conditions of Service

Salary: £20,800 pro rata. £15,600 at 30 hrs pw

Hours per week: 30 (as required between 08:30 and 17:30hrs)

Holiday entitlement: 23 days, plus public holidays

Main place of work: BASIC, 544 Eccles New Road, Salford, M55AP.

Appointment will be subject to pre-employment DBS check and satisfactory completion of a six month probationary period.

Pension: BASIC operates the NEST Pension scheme that all staff employed for three months or more are eligible to join