

## **BASIC: Brain & Spinal Injury Centre**

### **Centre Supervisor: Café & Cleaning Supervisor**

Our centre is located on Eccles New Road and houses our Café; serving centre users, staff, visitors as well as our local community.

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

In return we offer a real opportunity to make a difference as a valued member of our team, developing your skills whilst working for our fabulous charity within our friendly local community setting.

### **Terms & Conditions of Service**

Salary: £11 Per Hour (BASIC are proud to be an accredited Real Living Wage Employer)

Hours per week: 20 Hours Mon-Fri typically 10:30-14:30hrs (although some flexibility required within our opening hours of 09:30-17:30hrs)

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 probationary period.

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

### **How to apply:**

Please send your CV with a covering letter outlining your suitability for the role to [recruitment@basiccharity.org.uk](mailto:recruitment@basiccharity.org.uk) or by post marked 'Private & Confidential' to 'The CEO, BASIC, 554 Eccles New Road, Salford, M55AP'.

The post will close once a suitable candidate has been appointed.

## **JOB DESCRIPTION:**

**Job title: Centre Supervisor: Cafe and Cleaning Supervisor**

**Responsible to: Operations Manager**

**Responsible for: Volunteers**

### **Principal Function:**

The post-holder will be responsible for ensuring high standards of cleanliness and hygiene throughout the centre. They will bring enthusiasm to the role and will deliver an offer that reflects and supports the BASIC brand.

To ensure a high-quality food and drink offer at BASIC, ensuring excellent standards are maintained at all times.

To supervise any volunteers in these areas of work.

### **Main Duties and Responsibilities:**

- To prepare a limited but high quality, hot and cold food and drink offer for consumption on-site and for take-away purposes.
- To ensure high standards of customer service at all times and to be an exemplar for the team in excellent customer service delivery.
- To ensure operations (opening, closing, service and security) are operated in line with procedures and any other written and verbal communications.
- 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 that appropriate planning and preparation is undertaken for events.
- 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 maintain site cleanliness as per schedule
- To ensure all cleaning and cafe storage, service, stock and production areas are consistently clean and tidy and that the appropriate documentation is maintained.
- To ensure a safe and secure working environment is maintained for employees and customers by ensuring adherence to Health and Safety legislation and procedures.
- To ensure all Environmental Health regulations are met in the 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 ensure 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.
- To ensure volunteers are inducted and trained in their role and to assist in the ongoing engagement, appreciation and development of volunteers.
- To compile weekly rotas for volunteers, ensuring the efficient use of resources.
- To supervise volunteers in their duties ensuring all procedures are followed.
- Any other duties and responsibilities such as may be reasonably required within the level of the post.

## **PERSON SPECIFICATION:**

### **Essential**

- Excellent customer service skills and ability to lead by example
- Experience of working in a food and beverage environment
- Experience of working in a cleaning role
- Relevant food hygiene experience and qualification (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

### **Desirable**

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