



Job Description

Job Title:	Supervisor
Salary Scale:	35 hours per week @ £7.00- £8.00 per hour, dependent on experience Worked over 5 days (Sunday to Saturday)
Accountable to:	Manager

Main purpose of post:

- The post holder is responsible for supervising the efficient running of St Ninian's Tearoom as well as events and functions within St Ninian's Hall.
- The post holder will supervise General Assistants & junior members of waiting staff.
- Ensuring high standards of customer service at all times.
- Deputise for cook on cooks days off

Main Duties & Responsibilities

1. Overseeing others in the presentation of food, drinks and baking being served to customers.
2. Deputise and supervise staff on cook's days off.
3. Ensure all waiting staff are working efficiently.
4. Ensuring high standards of food hygiene and health and safety are maintained
5. Ensure food being served to customers has appropriate quality, quantity and presentation that meets the organisations values
6. Ability to cope with the pressures of a busy tearoom.
7. Assist the cook in managing the planning and delivery of catering and organisation for special events/functions (such as fundraising meals, events, events booked by others)
8. Ensuring the highest standards of service, through compliance with statutory requirements and company policies across all areas of responsibility
9. Maintain, through supervision, instruction and example, high standards of personal and general food hygiene and cleanliness within the kitchen and associated areas

Systems & Equipment

- Ensuring tearoom equipment is appropriately monitored, maintained and serviced
- Checking that the tearoom equipment is in working order and reporting any malfunctions to the manager
- Equipment may need to be removed from the store rooms. Lifting equipment is available to facilitate this requirement

Communication

- Good Customer care & communication skills
- Dealing with customers/general public
- Work as part of a team, with both colleagues and volunteers
- Effective liaison with external stakeholders (including environmental health)

Knowledge, Training & Experience

- Knowledge of Basic Health & Safety Legislation (Training given)
- Knowledge of Manual Handling (Training given)
- Good IT skills and use of modern technology
- Knowledge of HACCP system
- Knowledge of Cooksafe system

Other

- May be required to carry out other tasks as necessary in lines with the business
- Will be required to take part in ongoing staff training & development in line with appraisal and review

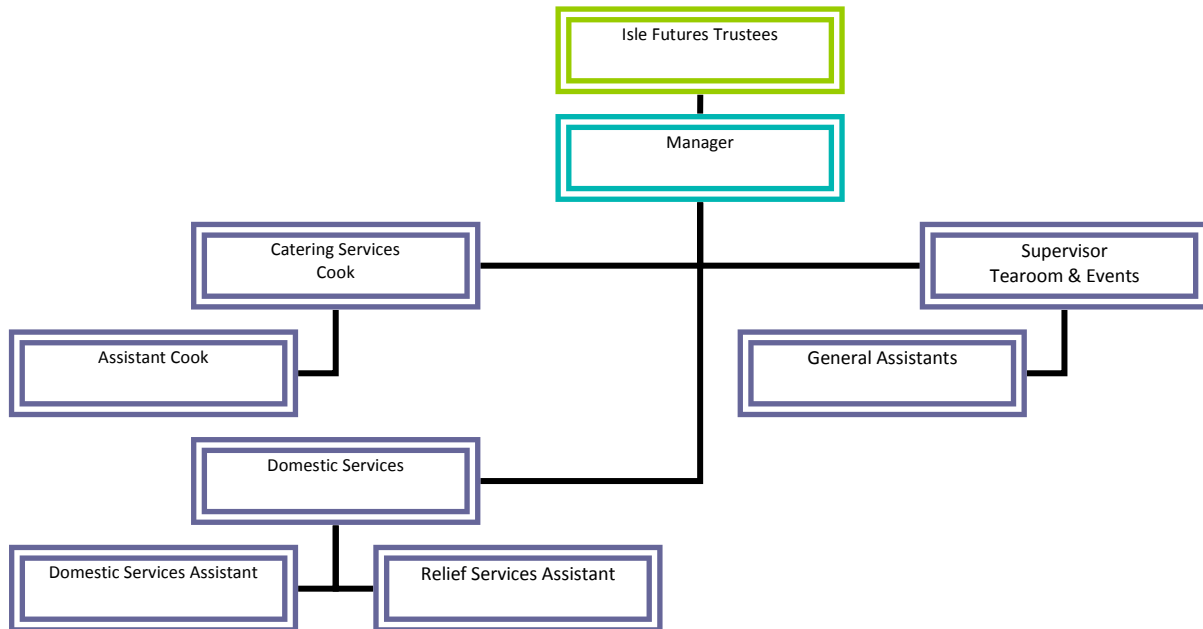
All jobs are subject to change from time to time and this job description will be reviewed regularly. This job description is a guide to work required and represents a range of responsibilities commensurate with the grade for the post. March 2015



Person Specification

	Essential	Desirable
Qualifications	Working towards SVQ level 2 or 3 or equivalent experience	Work Experience
Experience	Previous experience in Hospitality trade and supervision of staff	Previous experience of a catering environment, including staff supervision and customer care.
Knowledge	An understanding of: <ul style="list-style-type: none"> • Hospitality Industry • Ordering and stock control • Food Safety Act at work 1974 • Experience in dealing with retail/cash transactions and operating tills 	
Skills	<ul style="list-style-type: none"> • Time management and organisational skills • Good communication • Prepare accurate written records and completion of standard forms • High quality customer care 	<ul style="list-style-type: none"> • Ability to understand ad hoc functions • Customer care oriented
Personal Characteristics	<ul style="list-style-type: none"> • Must be flexible and able and willing to work extra hours and weekends, bank holidays and evenings when required to meet seasonal, event and visitor demands • Ability to work as part of a team & deputise for cook • Good personal hygiene • Ability to give instructions 	

Organisational Chart



Background Information

St Ninian's Hall is the combination of a newly joint annexe and extensively refurbished existing building.

On completion the building will provide:

1. A tearoom with a minimum of 40 covers
2. A retail shop with local arts and crafts initially, developing into a Community shop through time.
3. Main hall for community bookings and events
4. Training & Conference suite
5. Exhibition area

The hall has many regular community bookings, it is also the home of the community cinema – Machars Movies, and caters for functions such as musical events, wedding receptions, award ceremonies and much more.

The meeting room has been developed into a training and conference suite.