



Candidate Information

Position:	Cafe Supervisors
School/Department:	Student and Campus Life
Reference:	24/111787
Closing Date:	Friday 19 April 2024
Salary:	Roles within The Gaming Cafe will require working 5 over 7 days on irregular basis and will receive 18% shift allowance. The salary will be: £25,641 - £26,973 per annum plus 18% shift allowance (£30,256 - £31,828 including 18% shift allowance)
Anticipated Interview Date:	Wednesday 8 May 2024
Duration:	Permanent

JOB PURPOSE:

Student and Campus Life (SCL) at Queen's University Belfast, is currently seeking to appoint Café Supervisors at two locations, The Gaming Café and the Student Hub at Riddel Hall.

The post holder will support managers and supervisors in Campus Food and Drink to deliver efficient, effective and profitable cafe service in all venues in a customer-led environment against agreed targets and key priorities. The role will involve day to day supervision, building relationships and community with our customer base and supervising a team of multi-disciplinary staff.

Roles within The Gaming Cafe reporting to the Gaming Café Manager will require working 5 over 7 days on irregular basis and will receive 18% shift allowance.

Roles within Student Hub at Riddel Hall reporting to the Campus Food and Drink Operations Supervisor will work a 5 working day week. NO shift allowance applies.

MAJOR DUTIES:

1. Assist the management team with the operational management of Campus Food and Drink ensuring that a consistent, safe, efficient, effective and profitable service is delivered to a wide customer base.
2. Take responsibility for ensuring the necessary stock is in place to deliver the day to day business whilst ensuring stock rotation is in place which can be accurately monitored by way of monthly stock takes.
3. Assist the Campus Food and Drink management team to devise, update and issue weekly rotas ensuring efficient and proficient delivery of the cafe operation.
4. Oversee the use of systems such as EPOS (point of sale) ensuring correct procedures are followed in line with PCI DSS and university policy.
5. To ensure that any complaints and difficulties are dealt with courteously and in an efficient manner and are reported to the Supervisor /Manager.
6. Assist Unit Managers to ensure that staff and workers comply and record with all relevant health and safety, Food Hygiene (Hazard Analysis Critical Control Point - HACCP), COSHH, welfare, fire regulations and hygiene legislation/regulations and are trained as appropriate. Assist in the completion of risk assessments for all activities and update as required.
7. Contribute to the University's carbon management plan and carbon reduction policy and to encourage the staff and customers to recycle appropriate items and reduce energy consumption, in line with objectives set by Campus Food and Drink. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Campus Food and Drink Green Team, through engaging with those staff members who are members of the committee.
8. Ensure that staff and casual workers are fully trained and briefed in all Campus Food and Drink operations and customer service. Ensure compliance to operational standards has been followed and understood and appropriate induction, training and support has been provided to enable colleagues to perform to their optimum.

9. Continually seek to identify opportunities to increase revenue and provide extra value to customers within a changing business environment.
10. Ensure staff and casual workers adhere to university's Code of Conduct and escalate issues to Supervisor/Manager as appropriate.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor/Manager.

ESSENTIAL CRITERIA:

1. Relevant academic and/or vocational qualification (eg GCSE, O Level, NVQ Level 2) plus demonstrable relevant cafe supervisory experience (must be barista trained) in a customer facing environment OR in the event you do not meet the qualification criterion, the university will consider applicants with significant relevant cafe supervisory experience (must be barista trained) in a customer facing environment.
2. Point of Sale (EPOS)/till systems and electronic payments experience.
3. Good organisational, communication and interpersonal skills.
4. Demonstrate skills in the use of Microsoft packages including word and excel.
5. Comprehensive knowledge of relevant regulations and procedures including Health and Safety, Food Safety, Food Allergens.
6. Good oral and written communication skills.
7. Ability to work on own initiative and be part of a team.
8. Have an awareness of and put into practice the Core Values for University staff and support Campus Food and Drink to help deliver the strategic aims of the University.
9. Able to work flexible hours to meet the needs of managing a customer facing service to include public holidays, evening and weekend shifts as appropriate.
10. The role may require working across the business unit as demand dictates helping support key events such as Graduation.

DESIRABLE CRITERIA:

1. Formal food safety qualification.
2. Secondary school education with a minimum of GCSE English and Maths.
3. Relevant experience working in a higher education environment.