Job Description

Job Title	Shift Supervisor		
Department	Venues and Visitor Services		
Location	Kearsney Café		
Responsible to	Café Operations Manager		
Grade	I	**Politically Restricted Post**	Yes ☐ No ☒
Contract Type i.e. Fixed Term Contract/Permanent	Permanent (annualised)		

JOB PURPOSE
To lead and supervise the day-to-day operation of the café during designated shifts, delivering excellent customer service while maintaining high standards of food safety, allergen management, cleanliness and operational performance. The post holder will provide hands-on leadership, support and coaching to café staff, ensuring efficient service, compliance with Council policies and procedures, and a positive experience for customers and colleagues. Working closely with the Café Operations Manager, they will contribute to the safe, successful and profitable operation of the café.

PRINCIPAL ACCOUNTABILITIES
• Lead the day-to-day operation of the café during allocated shifts, ensuring services are delivered efficiently, safely and in accordance with agreed operational standards. • Deliver and promote an exceptional customer experience by maintaining a welcoming environment, responding to enquiries and resolving customer issues in a timely and professional manner. • Ensure compliance with food safety, allergen management, health and safety, safeguarding, equality and other statutory and Council requirements, acting as the designated responsible person on shift where required.

- Supervise, support and motivate café team members during shifts, providing direction, coaching and training to ensure high levels of performance and customer service.

- Maintain high standards of cleanliness, hygiene and presentation across all café, welfare and customer-facing areas, ensuring compliance with Environmental Health requirements and operating procedures.

- Support the effective management of stock, consumables and resources, ensuring product availability, minimising waste and promoting cost-effective operations.

- Ensure the accurate recording, reconciliation and reporting of income in accordance with the Council's financial regulations, policies and procedures.

- Work collaboratively with the Café Operations Manager to support menu development, service improvements and the achievement of operational and financial objectives.

- Undertake site opening, closing and security responsibilities, ensuring the café remains safe, secure and operational at all times.

- Contribute to a positive workplace culture by promoting teamwork, continuous improvement and a customer-focused approach in all aspects of service delivery.

- **MANAGEMENT/TEAM LEADER RESPONSIBILITIES**
- Comply with and implement the Council's Equality and Health & Safety policies and associated responsibilities.

- Responsible for staff management including;
- Motivation
- Training
- Recruitment & selection
- Performance & competency assessment
- Capability management
- Provide day-to-day supervision of café staff during allocated shifts
- We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults across our communities. As a local authority, we expect all employees to uphold our safeguarding responsibilities in line with statutory guidance and council policies.

- To undertake any other similar and reasonable duties commensurate with the grade and responsibilities of the post that may be required by the Council.

REQUIRED ATTRIBUTES	
Knowledge	Essential: • Good understanding of food safety and hygiene legislation and best practice within a catering or hospitality environment. • Good knowledge of allergen management, allergen labelling requirements and procedures for preventing cross-contamination. • Working knowledge of health and safety requirements relevant to food service, customer-facing environments and lone working. • Understanding of high-quality customer service principles and their application within a busy hospitality setting. • Knowledge of stock control, waste reduction and the effective use of consumables and resources. • Understanding of cash handling, income recording and basic financial control procedures. Desirable: • Knowledge of Environmental Health requirements applicable to café operations. • Understanding of menu development, including allergen-conscious and dietary requirement considerations. • Working knowledge of EPOS, till or reservation systems. • Knowledge of local authority policies and procedures relating to financial management, health and safety and customer service.
Skills	Essential: • Strong customer service and relationship-building skills. • Effective communication and interpersonal skills. • Ability to lead, motivate and support a team during busy operational periods. • Ability to organise, prioritise and manage workload effectively. • Ability to train, coach and provide guidance to colleagues. • Strong problem-solving and decision-making skills. • Good IT skills, including Microsoft Office and electronic systems. • Ability to work independently and as part of a team. • Accuracy in cash handling, income recording and administrative tasks. • Ability to maintain high standards of food safety, allergen management and operational compliance.

	Desirable: • Experience using EPOS, point-of-sale or reservation systems. • Stock control and ordering skills. • Ability to identify and implement service improvements.
Experience	Essential • Experience working in a café, catering, hospitality or other customer-facing environment. • Experience delivering high standards of customer service. • Experience of food preparation, food service and food safety practices. • Experience of allergen management and food labelling procedures. • Experience of supervising or leading a team within an operational setting. • Experience of cash handling and operating EPOS or till systems. Desirable • Experience training or coaching staff. • Experience of stock control, ordering and waste management. • Experience contributing to menu development. • Experience working within a local authority or public sector environment.
Qualifications	Essential • GCSE Grade 4/C or above (or equivalent) in English and Maths. • Level 2 Food Hygiene Certificate or willingness to achieve within an agreed timescale. • Food Allergen Awareness training or equivalent. • Full UK driving licence and access to transport, or the ability to travel between sites when required. Desirable • Level 3 Food Safety qualification. • Supervisory or Team Leader qualification. • First Aid at Work or Emergency First Aid qualification. • Health and Safety qualification relevant to a hospitality or catering environment.
JOB DIMENSIONS	
Annual budgetary amounts - State if impact is direct or indirect	Indirect impact on the annual operating budget of the café
Number of staff reporting to the job holder -	15 indirectly

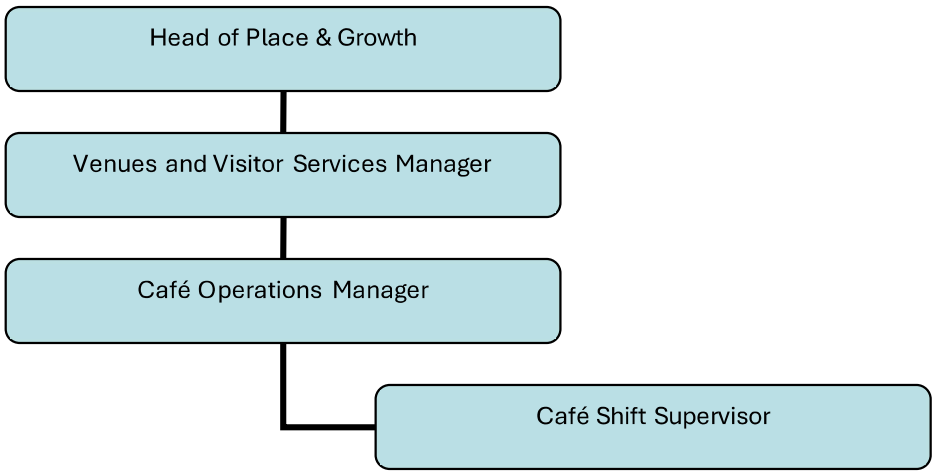
Specify direct and indirect reports	
Any other relevant statistics	Supervises up to 7 staff per shift. Serves approximately 250,000 customers per year.

NATURE OF CONTACTS	
Internal	The post holder will advise and support on service delivery issues/initiatives which will include regular contact with: • Other staff across the Council/Staff in all departments at different levels
External	The post holder will advise and support on service delivery issues/initiatives which will include regular contact with: • Members of the Public

WORKING ENVIRONMENT CONTEXT

The role involves prolonged periods of standing and walking, manual handling of stock and equipment, and working within a busy café and food preparation environment. The post holder will undertake cleaning duties, work with kitchen equipment and cleaning products. Regular weekend and bank holiday working is required along with occasional evenings.

ORGANISATION CHART



CHECKS AND DRIVING LICENCE REQUIREMNTS			
DBS Required	Basic Yes ☒ No ☐ Standard Yes ☐ No ☐ Enhanced Yes ☐ No ☐		
BPSS Check	Yes ☐ No ☒	**Role involve HAVs working?**	Yes ☐ No ☒
Driving Own Vehicle for Work	Yes ☐ No ☒	**Will require business insurance** Yes ☐ No ☒	
Driving Council Vehicle for Work	Yes ☒ No ☐	**Required to hold an Automatic license** Yes ☐ No ☐ **Required to hold a Manual license** Yes ☐ No ☐ **Passed prior to 01/01/1997** Yes ☐ No ☐ **Passed after 01/01/1997** Yes ☐ No ☐ **Required to drive with a trailer** Yes ☐ No ☐	

JOB DESCRIPTION SIGN-OFF	
Completed by	Aimee Langley
Review/Agreed by	September 2027
Dimension Reviewed/Agreed by	HR
Job Holder/Agreed by	