

JOB DESCRIPTION

Job Title	Cafe Shift Lead		
Directorate	Climate & Place		
Reporting to			
Grade	14		
Evaluation ref:	TR0256	Job Family ref:	
Role Purpose			
To manage the café and team of Baristas for shifts at the Lime Kiln Cafe. Creating a welcoming and safe café environment. Working with the Visitor Services Manager to maximise sales opportunities and provide exceptional customer service.			
Accountabilities			
Taking responsibility for the shift at the Lime Kiln Cafe. Ensuring all procedures are followed and that the café is open and welcoming for customers. Placing orders with suppliers. Opening or closing the shift with responsibility for cashing up and ensuing financial paperwork is all in order. Opening or securing the building depending on the shift. Ensuring cleaning, safety and critical control measures area followed throughout the shift and that Baristas all comply and monitor their work. Finding cover in periods of sickness. Assisting the Café Manager in creating and delivering an outstanding café, making excellent coffee and delivering high quality food. Driving the profitability of the café. Ensuring that all products are restocked, displayed appropriately and labelled to a high standard. Operating the till accurately and handling financial transactions. Carrying out all operational management duties as set out in the café guidelines, including record keeping, completing ordering and income returns. Maintaining a smart appearance in the café uniform. Assisting with stock takes and audits. Assisting in Visitor Centre with customer enquiries and retail sales when required.			

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Assisting with special events held at the Lime Kiln café.

Demonstrating great customer service and managing a clean, high-quality environment.

Ensure customers are served swiftly.

Listening to customer feedback and ensuring any issues are raised with the Visitor Services Manager for swift resolution.

Act as a knowledgeable point of contact about Ham Hill for the visiting public. Resolving site issues as they arise through close working with the ranger team.

Working with Visitor Centre staff, volunteers and site rangers to ensure customers enjoy a positive visit.

Impact

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Experience within a customer-focused service providing excellent customer service	x	
Cash handling, cashing up and completing income returns	x	
Proactive with commitment to provision of excellent customer service	x	
Numerate with accuracy and attention to detail	x	
Previous coffee shop or café experience	x	
Understanding of Data Protection legislation	x	
Knowledge of Equalities legislation	x	
Experience of managing Health and Safety in a workplace	x	
Operational knowledge of food safety, allergens & HACCP	x	
Experience		

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Working in a busy high pressure café environment		x
Completing and overseeing daily and weekly checks		x
Managing stock levels and placing orders		x
Understanding of COSHH		x
Use of social media for a workplace & marketing purpose		x
Marketing skills		x
Qualifications / Registrations / Certifications		
Good standard of general education including GCSE English and Maths	x	
Food Hygiene certificate at Level 2	x	
First aid trained		x
Educated to A Level standard or equivalent or qualified by strong relevant experience		x
Skills		
Proactive with commitment to provision of excellent customer service	x	
Great communicator, with ability to communicate effectively both orally and in writing	x	
Well organised and methodical	x	
Team worker with ability to work under own initiative	x	
Resourceful and flexible in approach	x	
Problem solving and decision making	x	
Able to perform efficiently and effectively under pressure	x	
Able to review processes and recommend better ways of working		x
Ability to make great coffee		x

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Working Conditions
Working at Lime Kiln Cafe at Ham Hill Visitor Centre.
Dimensions of the role
Supervising baristas, volunteers and work placements during shift. Reporting to Visitor Services Manager.
Working Arrangements
Working at Lime Kiln Cafe, shifts agreed with the Visitor Services Manager covering 7 days per week.
Corporate Accountabilities
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: