

**Role**

Café Supervisor

**Location**

OpportuniTEA Café  
Holmer Green Sports Association  
87 Watchet Lane, Holmer Green, BUCKS, HP15 6UF

**Start date**

20/05/24

**Hours**

20 hours per week increasing to 34 hours per week, 51 weeks per year  
Monday, Tuesday, Thursday and Fridays only

**Rate and benefits**

- £11.50 to £13.00 per hour plus tips
- Full induction
- Regular training opportunities
- A chance to progress your career, develop new skills and make a positive impact on this new enterprise
- Opportunity to discuss flexible working.

**Job description**

This is an exciting opportunity to join a brand-new community not-for-profit café which will serve the local residents of Holmer Green as well as provide real-life work experience for adults with learning disabilities. The OpportuniTEA Café will operate under the umbrella of local charity, Social Link.

We are looking for an enthusiastic and friendly individual to join our team in the role of Café Supervisor, to oversee the day-to-day running of the cafe. Your role will focus on food preparation and service, stock management and ordering, maintaining supplier relationships, allergen checks and documentation, customer service, food safety and hygiene, cleaning and other tasks which are required for the successful running of a café. You will work alongside an experienced Support Worker who will be responsible for the health, safety and support of the trainees as well as providing direct instruction on how trainees undertake tasks.

At Social Link, our mission has always been to highlight the abilities of adults with learning disabilities and to encourage them to develop and take enjoyment in their achievements. We would like to apply this same approach to trainees offered a placement within the café. They will be active participants on a certified course encompassing hospitality and food hygiene, and upon completion they will have the skills, real-life experience and confidence to take the next step in their career and potentially secure paid employment.

In this busy role, you will:

- Deliver friendly and helpful customer service.
- Maintain high levels of cleanliness and order, complying with Health & Safety and food hygiene standards.

Registered office: Social Link, 3 Bridleways, Wendover, BUCKS, HP22 6DN

Email [getintouch@sociallink.org.uk](mailto:getintouch@sociallink.org.uk) Tel 0793 2222 453

[www.socallinkcharity.org.uk](http://www.socallinkcharity.org.uk)

**Charitable Incorporated Organisation 1158743**

- Prepare and cook hot and cold food and drinks.
- Operate coffee machine.
- Set daily tasks for volunteers.
- Provide advice and share your food-service industry knowledge with the Support Worker and Trainees.
- Attend all mandatory training and meetings.
- Bring new ideas and creativity for the ongoing improvement and future success of the café.
- Report sales figures and trends as well as maintain open communication with Social Link management.
- Involvement in stock ordering, deliveries and controls.
- Cashing up, till reconciliation and accountability.

### **Person description**

- Experience of working in a food-service environment.
- Excellent customer service skills.
- Experience of using EPOS systems or other till systems.
- Knowledge and experience of general administration processes.
- The ability to use standard Microsoft applications (Word, Excel, Outlook).
- Good literacy and numeracy skills.
- Good organisational skills.
- Good communication and teamworking skills.
- Good sense of humour and patience.
- Experience of working with adults with learning disabilities would be desirable.

### **Behavioural expectations**

- Proactive and responsive to the requirements of colleagues, trainees and customers.
- Self-motivated with a desire to exceed expectations.
- Work with honesty and integrity.
- Punctual and presentable.
- Willing to learn.
- Calm temperament under pressure.
- Demonstrate commitment and loyalty to Social Link.

A clear DBS check is essential because you will be working alongside vulnerable adults.

### **Training**

You will undertake all mandatory training as part of your induction. The courses will assist you in your role and meet industry requirements but also equip you with the knowledge for working in the café with vulnerable adults.

- Food Hygiene Level 3

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- Health & Safety
- Safeguarding
- Allergy training and food labelling
- First Aid
- Deprivation of liberty and Mental Capacity Act
- Equality and diversity
- Handling data

### **How to apply**

To apply please send a copy of your CV and an expression of interest letter to [victoriaf@sociallink.org.uk](mailto:victoriaf@sociallink.org.uk) no later than **31/03/24**.

Interviews will be held on 19/04/24 and 22/04/24.

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