

Front of House Supervisor

Salary: £13.00 per hour

Hours: 13 hours over 2 days

Job Description

Purpose of the job

Working as part of a team to provide a high standard of service to customers in the café, whilst training and supporting our beneficiaries with learning differences and/or mental health needs to develop their skills, confidence and self-esteem.

The role will require the ability to: serve customers; handle cash and card payments; keep the café clean and tidy and maintain high hygiene standards; and support our beneficiaries.

Lines of responsibility

Directly responsible to the Hextol Tans Manager.

Main Duties

- Running front of house; ensuring that a high quality of customer service is provided. Provide supervision, support and guidance to beneficiaries to develop their skills.
- Ensuring that work is carried out safely; and that all health, safety & hygiene regulations are followed.
- Working with the Hextol CEO and Hextol Tans Manager to develop the business; promote new ideas and improve effectiveness.
- Contributing to beneficiaries' reviews, risk assessments and learning plans.
- Carrying out routine administration as required.

Front of House Supervisor

Person Specification

Skills/qualities/values

Essential:

- Good customer services skills, friendly and approachable. Is enthusiastic, willing to learn, self-motivated, and able to work as part of a team.
- Has a positive and encouraging manner and can create an enjoyable, nurturing and safe working atmosphere for people with learning differences or mental health needs.
- Shows respect for everyone they work with.
- Has a flexible approach to the role, able to adapt as required.
- Would represent us in a way that inspires confidence and trust.
- Gains satisfactory enhanced DBS disclosure for adults and children.

Desirable:

- Level 2/3 Food and Hygiene. Training to level 2 will be provided.
- Has experience of supervising others.
- Experience of working in a café/restaurant.
- Has worked with or lived with people with a learning differences/poor mental health, although this is not essential as training will be given.
- Has teaching or coaching skills or experience.

Application Details

Please send completed application forms to contact@hextol.org.uk quoting reference: *Tans Vacancy*.

Interviews will held when suitable applications are received, and appointment will ideally start as soon as possible, subject to the receipt of satisfactory references and an enhanced DBS check.