



Front of House Supervisor - Café Artysans

Application deadline: 30/10/2021

Job Types: Full-time, Permanent

Salary: £20,000.00-£22,000.00 per year

Hours of Work: Average of 40 hours per week, currently 08:30 to 16:30. Occasional evening work is required.

COVID-19 considerations: All staff must wear masks in the workplace

The Front of House team will rotate between Cafe Artysans and the Inverness Justice Centre, which is 5 minutes away from the main Cafe.

The Front of House Supervisor will report to the Front of House Manager, and share responsibility for ensuring the Café Artysans and Justice Centre services offer an environment and culture in which young people supported by Calman Trust can work and learn. Creating and maintaining a strong and supportive team ethos is a priority.

The Front of House Supervisor is expected to provide a day-to-day example of good practice in facility management and customer service which young people can copy and learn, and develop a good understanding in the process.

To this end, the Front of House Supervisor will assist the Front of House Manager in all aspects of the day to day running of the front of house service at Cafe Artysans and on rotation, at the Justice Centre.

The Front of House Supervisor will oversee the front of house team to provide at all times a high standard of cleanliness, a warm and welcoming environment and an efficient service to our customers.

Main Duties

You will be expected to supervise all aspects of the day to day running of the front of house at Cafe Artysans and on rotation, the Inverness Justice Centre. This includes:

- Supervising and coaching young people working in Front of House roles to ensure that café services run smoothly and efficiently, and operating procedures are followed consistently.
- Providing assessment and feedback on young people's performance, progress and welfare, and liaising with Calman training colleagues to ensure

that young people have a good learning experience, including through the achievement of national qualifications.

- Leading by example, by providing customer service in a warm and welcoming manner and being proactive in delivering excellent customer service.
- Providing industry standard service across the front of house service, and training young people in specific areas, including:
 - Running the barista counter (and producing tea and coffee to the required specification) and training young people in barista work
 - Maintaining a high standard of cleanliness
 - Stock control and ordering front of house provisions
 - Working with the kitchen team to ensure food orders meet the needs of customers, efficiently and consistently
 - Assisting when required with outside catering orders
 - Helping organise and attending outside catering events, when required to do so
 - Cash handling and banking
 - Adhering to hygiene and safety standards at all time and training young people accordingly.
 - Covering the duties of the Front of House Manager in their absence.
 - Ensuring all organisational policies and procedures are followed.
 - Carrying out any other reasonable duties in support of Cafe Artysans and Calman Trust.
- Key holder with the responsibility of overseeing the opening and closing of the Café service and on rotation, the Inverness Justice Centre.

Essential Criteria

- Experience in a similar role
- Experience of supervising and training staff
- Ability to engage and motivate young people
- Proof of excellent customer service skills
- Ability to be patient and understanding of young people's needs
- A positive, solution-focused attitude to work
- Ability to encourage teamwork, build rapport and create an environment of mutual respect
- Experience of cash handling and banking
- Pride in maintaining high standards of hygiene and health and safety with an eye for detail in presentation of the cafe
- Ability to work calmly and effectively under pressure
- Smart & professional appearance
- Motivation and ability to encompass the Calman Trust "learn by doing" ethos.
- A commitment to the values and ethos of the Calman Trust organisation
- PVG check will be required