

Front of House Supervisor

Terms: £22,000-£23,000, subject to experience

Hours: Average 40 hours per week, currently 07.30 to 15.30 or 08:30 to 16:30. Rota 5 days from 6, closed Sundays. Occasional evening work is required.

Café Artysans: Cafe Artysans in Strothers Lane, Inverness, is a growing catering operation in the city centred, owned and operated by the Calman Trust charity as a place where young people can 'learn by doing' and prepare for future employment. Cafe Artysans also delivers a catering service at the Inverness Justice Centre. The Front of House Supervisor is part of the Café team responsible for providing excellent service to our customers whilst coaching, supporting and encouraging young people.

1. Job Role

The Front of House team rotates between Cafe Artysans and our outlet in the Inverness Justice Centre 5 minutes away from the main Cafe. The Front of House Supervisor will support the team in ensuring that our catering services offer a place where young people can work and learn. They must provide a good example from which young people can learn, and copy.

2. Main Duties

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

- Leading by example, providing customer service in a warm and welcoming manner.
- Ensuring our catering services run smoothly and efficiently.
- Coaching and encouraging young people working in Front of House roles.
- Working with the kitchen team to ensure food orders meet the needs of customers, efficiently and consistently.
- Assisting when required with the fulfilment of Café Artysans catering orders.
- Adhering to hygiene and safety standards.
- Following organisational policies and procedures.

- Carrying out any other reasonable duties in support of the Cafe Artysans team and your Calman Trust employers.

Essential Criteria:

- Experience in a similar role
- Proof of excellent customer service skills
- Experience of supervising staff
- Ability to engage and motivate young people
- A positive, solution-focused attitude to work
- Ability to encourage teamwork and contribute to an environment of mutual respect
- Experience of cash handling
- Pride in maintaining high standards of hygiene and health and safety
- Ability to work calmly under pressure
- Smart & professional appearance
- Willingness to support the involvement of young people in the workplace
- A commitment to the values and ethos of the Calman Trust young people's service
- PVG check will be required

3. Closing Date: 13 September 2023

Please send cv to recruitment@calman.org