

<b>JOB DESCRIPTION</b>	
<b>JOB TITLE</b>	Café Team Leader
<b>GRADE</b>	Pay Band D (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
<b>DIRECTORATE</b>	Volair LTD
<b>SECTION/TEAM</b>	Leisure
<b>ACCOUNTABLE TO</b>	Assistant Facility Manager / Facility Manager
<b>PLACE OF WORK</b>	A base will be allocated however the post holder is expected to work in any Volair facilities or other partnership working agencies.
<b>RESPONSIBLE FOR</b>	Centre users and visitors
<b>DATE REVIEWED</b>	September 2022

### **Purpose of the job**

1. To assist and support the Volair team to ensure the effective and efficient management of the Leisure Services.
2. To provide a flexible catering provision across the company's facilities to meet service requirements.
3. To ensure that customers have a safe and enjoyable experience, and that standard of service meets with their expectations and those of the company
4. To support in the delivery of all commercial KPI's and make a valuable contribution to maintaining up to date knowledge of key strategies set by the Volair Management team
5. To undertake, individually or as part of a team, the preparation of food and beverages and the continued cleanliness of the preparation / serving area
6. To oversee, the general day-to-day running of the Café and coordinate all tasks for the team in terms of preparation, planning of menus, counting and ordering of stock as well as reporting any maintenance issues and liaising with contractors.

## **Duties and responsibilities**

This is not a comprehensive list of all the tasks to be undertaken by the post holder. It is illustrative of the general nature of the role and indicative of the level of responsibility of the work to be completed

1. Ensure all service area policies and procedures are accurately followed, including stock control, booking and banking procedures.
2. Attend meetings and training sessions as appropriate and meet continual professional development target's set inline with industry best practice. Ensuring essential qualifications are kept valid and required training sessions are attended to achieve this.
3. Undertake contact calls as required for party enquiries / bookings, providing accurate information about products, activities, and services.
4. To ensure all product lines provide cost effective options, liaising with suppliers.
5. To oversee the planning of menus, arranging orders and ingredients.
6. Training and mentoring of café general assistants.
7. Liaise with environmental health and suppliers
8. The use of multiple computerised booking systems to place and track orders, sell products and issue receipts in accordance with Audit guidelines.
9. To ensure that customer service is delivered to the highest standard at all times
10. To act in a manner that is credible, professional and promotes Volair Ltd in a positive manner, adhering to its policies and culture.
11. To maintain a high standard of dress and hygiene with supplied corporate uniform and name badge to be worn at all times inclusive of relative protective clothing.
12. Become part of the centre's sales culture ensuring that all opportunities are provided to customers to become members and or regular users of the service.
13. Supervision, control and safety of the public within the facility.
14. To follow the Catering Hygiene Policy guidelines and maintain a thorough knowledge of the centres operating policies inclusive of Health & Safety (H&S), Normal Operating Procedures (NOP), Emergency action Plan (EAP) and Fire Safety
15. To use equipment as instructed and trained, reporting any faults to the relative supervisor immediately.

16. To inform management of any health and safety issues that may place individuals in danger.
17. Contribute towards the delivery of hospitality and events around site including the set-up, service and clear down as required.
18. Deal with customer queries or requests in a polite and efficient manner.
19. Dealing positively with customer complaints and comments, ensuring accurate logs of comments/complaints/compliments are maintained.
20. Control of stock including receipts & storage of supplies
21. Liaise with facility manager on financial targets
22. To be fully conversant with Volair's Financial Procedures which will give the correct guidance for the handling and processing of all money taken.
23. To provide general support to the centre team, given the working environment, which is commensurate with the grade

### ***Other***

1. Duties will be carried out for tasks up to and including those in the same grade, provided such duties are within the competence of the employee.
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work in embracing Volair's commitment to Equality and Diversity.

### **Health and Safety**

1. All duties must be carried out to comply with:
  - a) The Health and Safety at work act
  - b) Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
  - c) Nationally agreed Codes of Practice which are relevant.
2. Manage Health and Safety in relation to all Volair Leisure facilities.
3. Ensure that all the cafeteria equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the company's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

	<b><i>Review Arrangements</i></b>
	The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual roles will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Volair Ltd will expect to revise this job description from time to time and will consult with the post holder at the appropriate time