



## Job Description: Supervisor

**Application Closing Date: 1<sup>st</sup>. December 18**

**Role Title: Supervisor of Mosaic**

**Hours:** 17 per week (rolling rota)

**Salary:** £16,345.00 (FTE of 40hrs.)

**Accountable to:** Shop Manager in the first instance and to the Mosaic Management Team ( responsible for the Mosaic outreach project.)

**Holiday:** 112 hours plus pro-rata 8 statutory Bank Holidays

**Probation Period:** 6 months

**Place of work:** Mosaic Coffee Shop, 14 Main Street, Bilton, Rugby

The Supervisor must be a Christian, fully supportive of and in agreement with the ethos of the Mosaic Outreach project and with the BEC Statement of Faith.

### General Overview of Role

The coffee shop is now in its ninth year and goes from strength to strength we now need to recruit an additional Supervisor who will support and work alongside our existing Supervisor and Shop Manager to bring the ethos of Mosaic alive.

The Supervisor will be responsible for the day to day running of the coffee shop, supervision of volunteers and the kitchen together with other Supervisor / Manager.

The Supervisor will report to the Manager in the first instance and formally meet and attend meetings of the Mosaic Management Team.

### Roles & Responsibilities

Volunteers:

- Supervising and arranging the daily duties for all volunteer workers including serving, waiting, cleaning, kitchen and food preparation.
- The induction of all new volunteers including food hygiene training, hygiene training, health and safety training, staff induction, coffee machine training, till training, table clearing & cleaning training, and washing up and dishwasher training.
- Ensure all kitchen volunteers are inducted and trained to use the kitchen equipment correctly and safely.
- Ensure all volunteers are aware of the customer care policy and that the policy is maintained.

- Identifying and discussing training needs of volunteers with Shop Manager

#### Kitchen:

- Store, prepare and cook food which conforms to environmental health guidelines.
- Ensure that customers are served in a timely and efficient manner.
- To fill in appropriate forms for food safety requirements.
- Liaise with Environmental Health Inspectors to put in place any new initiatives.
- Check food deliveries with delivery schedules.
- Cleaning all areas of the kitchen.
- Pass on food receipts/invoices to Shop Manager
- To take turns in the weekly Monday supermarket shop and ensuring fresh produce is taken out of the freezer in readiness for the new working week.
- To assist with stocktaking / drawing up the orders for food / general supplies on a weekly basis when required.
- Ensure washing up and dishwashing is carried out.

#### Front of House:

- The general organisation of the coffee shop area including tables and seating, ensuring a warm welcome to customers as they enter the coffee shop, in line with our Ethos.
- The Supervisor will also be expected to enable the outworking of the ethos of the Mosaic outreach project by assisting evangelism and prayer ministry where appropriate.
- To be responsible for cleaning all areas of the shop, including the toilet.
- To ensure the toilet is inspected and signed off every hour.
- To liaise with the Shop Manager and other Supervisor in the general running of the Mosaic.

#### General:

- To ensure all damage and defects are reported and maintenance carried out as required.
- Ensure all volunteers wear appropriate personal protective equipment and work wear.
- To be able to work flexible hours in conjunction with the Shop Manager and other Supervisor.
- On day of work be responsible for issuing float at the beginning of the day, cashing up at the end of the day, and ensuring all cashing up records / receipts are recorded and stored in the safe.
- On day of work be responsible for opening up the shop and locking up the shop, setting alarm and ensuring the premises are left safe and secure.
- To maintain a quality standard and seek continuous improvement in service delivery together with the Shop Manager and other Supervisor.
- Attend regular team meetings as required
- Ensure all areas of the coffee shop are clean, safe and hygienic, meeting health and safety requirements and that equipment is properly maintained.

## **Qualifications & Experience**

#### Essential:

- Retail or catering industry experience
- Supervision experience
- Self-motivated and able to work without close supervision
- Friendly and open personality
- Good communication and organisational skills
- Pastoral care qualities

Desirable:

- Food Hygiene Certificate Level 2 CIEH (Training will be provided if necessary)

## **Organisational Relationships**

In the absence of the Shop Manager the Supervisor will work together with the other Supervisor to ensure that all supervision and working practices are carried out.

Under normal working practices the Supervisor will ensure that either the Shop Manager or the other Supervisor is on duty in their absence.