



Job Description

Job Title:	Café Team Leader
Reporting to:	Operations Manager
Contract type:	Permanent
Hours of work:	Minimum 16 hours pw - exact hours TBC
Salary:	£10.70 ph

Key Purpose

High Rise is a 10,000 sq ft indoor adventure centre in Lisburn incorporating a Clip 'n Climb climbing arena, soft play, corporate facilities, sensory rooms, party rooms and a cafe. The Café Team leader will supervise a small staff team ensuring the smooth running of the café whilst adhering to the highest standards of cleanliness and hygiene both in working methods and personal hygiene. This is customer facing role and a high level of customer service is always required. The role involves working evenings and weekend hours.

Specific Responsibilities

- Oversee day to day operation of the café and kitchen ensuring a high level of customer service is always maintained
- Organise and direct staff to ensure exceptional customer service levels, interacting with guests, motivating staff and presenting a fun, upbeat atmosphere
- Ensure staff can prepare and serve quality hot food and drinks
- Ensure correct procedures are followed for tills and cash handling in line with company procedures
- Present a professional appearance and attitude always maintaining an excellent standard of customer service
- Maintain high standards in the cleanliness and presentation of all areas, ensuring a quality visitor experience is consistently achieved
- Deal effectively with any customer issues, concerns, or complaints and escalate if appropriate, reviewing feedback to inform improvements
- Work with management to organise relevant staff development and training, to review and improve policies, procedures, and systems and report any maintenance issues immediately
- Ensure full compliance with Health and Safety requirements and legislation, first aid and operating procedures, in accordance with the Centre policies and procedures

- Identify potential hazards, log and report all incidents and/or accidents in accordance with reporting procedures
- Ensure adherence to all relevant hygiene, Health & Safety procedures/Safe Working Practice H.A.C.C.P. and C.O.S.H.H
- Assist in managing corporate and other events as required including set ups, dismantle and/or store equipment in accordance with standard operating procedures and health and safety obligations
- Ensure all hygiene food and safety standards are met across the business
- Maintain stock level in line with business and order as required
- Ensure wastage is kept to a minimum and recorded
- Comply with the organisation’s Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality
- Undertake any other reasonable duties appropriate to the achievement of the organisation’s aims and objectives.

This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.

Personnel Specification

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

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Factors	Essential Criteria	Desirable Criteria
Qualifications		Catering Qualification First Aid at Work Certificate Level 2 food Hygiene Certificate
Experience	Minimum of 3 years’ experience gained during the last 5 years working as a team leader in the catering industry	Previous experience of stock control, ordering, and waste management systems
Skills, Aptitudes, Qualities and Behaviours	Confident working with the members of the public and able to deal with challenging behaviour Good interpersonal skills with strong leadership traits	

	<p>Ability to motivate, develop and coordinate staff in a pressurised environment</p> <p>Possess a positive 'Can Do' attitude and an outgoing, enthusiastic and friendly manner</p> <p>Able to demonstrate initiative and work unsupervised, with good organisational skills and ability to prioritise and multi task</p> <p>Willingness to be flexible and take on other duties in the centre as required</p>	
Knowledge and Understanding	<p>Knowledge of relevant health and safety legislation that will impact on service delivery</p>	<p>An understanding of the work and vision of Employers For Childcare</p>
Special Circumstances	<p>Flexible with the ability to work evenings, weekends and bank holidays.</p> <p>This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI.</p> <p>You must be resident in the UK and eligible to work.</p>	