

## About the job

The Roald Dahl Museum and Story Centre welcomes thousands of people through our doors every year to experience the wonder and magic of Roald Dahl's stories.

To bring this special place the income it needs to operate, our **Cafe Supervisors** play a key role running the daily catering operation onsite. You will be a vital member of the Visitor Experience team, making sure that all our visitors have the safest and most enjoyable time with us as possible.

The Café has a good reputation which is well earned, but there is always room for improvement! We are pushing to make our menu based on the best of local Chilterns ingredients and products. If you think you could play a key part in making our Café as big a reason to visit Great Missenden as the Museum itself, then this job could be for you.

Autumn 2021 is a great time to be joining the Museum. We have had a decent summer season and we are looking forward to welcoming visitors throughout the autumn.

This job is ideal for someone interested in part-time work in the hospitality industry. If you are looking to get a bit more experience of catering management this could be a good place to start, with plenty of support. Or you could be someone looking for a catering role with daytime hours and a friendly team.

## What our Café Supervisors do

As one of two Café Supervisors, your job is to run the on-site Café at the Museum, supported by the Visitor Experience leadership team. On any given day you will work closely with the appointed Duty Officer, the person in overall charge on site. The role of Duty Officer is rotated through the senior team, so the person changes from day to day. They are a trained First Aider.

The Museum and Café will be open Thursday to Sunday in term time, and with increased hours during school holidays. In a typical term time week, you'll work with your fellow Café Supervisor on Thursday and Fridays, and then each of you will work either Saturday or Sunday, supported by Café Assistants.

You will work with your line manager on menu planning and stock management and will need to stay aware of food and staffing margins and minimising food waste to maintain a profitable business. You can expect to work with colleagues across the Museum, in any team, from Learning to Marketing to Finance. You'll play a leading and proactive role in Café health and safety management, including food preparation and storage, cleaning, Care of Substances Hazardous to Health (COSHH), child protection and safeguarding.

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As Café Supervisor, you can expect that a typical day will include the following:

**Key holding:**

- Opening and unalarming the Café and setting up the Café for the day's trading; making sure the Café is secure again at the end of the day.

**Health and Safety procedures:**

- Proactively checking issues related to health and safety and emergency preparedness at the start of each day (for example, Café cleanliness and tidiness inside and out, trip hazards etc.).
- Keeping a written daily log of any issues/problems and ensuring all paperwork is up to date to share with the Retail & Visitor Experience Officer.

**Setting standards and responding to feedback:**

- Ensuring that Café presentation is of high quality and maintained throughout the day, including close-down and cleaning.
- Ensuring food displays are consistently merchandised by the Café team to a high-quality standard.
- Ensure a rotation of products to minimise wastage.
- Taking responsibility within the Café team to resolve any customer issues quickly and constructively, drawing on the support of the Duty Officer as needed.

**Sales and cash handling:**

- Using Bleep EPOS software to add and maintain information for the products for sale in the Café as necessary, noting refunds and any issues in the daily Café log.
- Cashing up, reporting any issues to the Duty Officer.
- Checking appropriate food stock and equipment levels in the Café and reporting any issues to the Retail & Visitor Experience Officer.

**Supervising the team:**

- Working collaboratively with the Café team (your fellow Supervisor or Assistants), taking responsibility for high quality food preparation and presentation.
- Making sure all the Café team are briefed for the day ahead, including reminders of customer care, health and safety.
- Periodically checking standards of customer service at the counter, offering constructive guidance to Café Assistants as needed.
- Making sure we have just the right amount of people to keep service standards high and costs low. If necessary, sending team members home on a slow day.

**Food ordering and preparation:**

- Working closely with the Retail & Visitor Experience Officer on planning menus and finding suppliers to ensure a locally-sourced menu.

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## **Role profile: Cafe Supervisor**

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- Building relationships with local suppliers.
- Baking and producing fresh food daily: scones, tray bakes, fresh sandwiches.
- Presenting a consistent, quality product for customers.
- Being aware of stock levels and wastage and managing sales margins with support from the Retail & Visitor Experience Officer.
- Understanding and maintaining health and safety best practice, ready to respond to health inspection visits by maintaining clear records and high standards of hygiene.
- Keeping food stored and labelled accurately, discarding when necessary.
- Managing recipe sheets and ensuring all Café staff have current information on menu allergens, updating records as menu items change.

### **Beyond this, trained Café Supervisors may also:**

Assist with the interviewing and selection of prospective Café staff members, helping us to make sure we're recruiting the right people for the Museum.

Support the Visitor Experience team in planning and delivering Café and general Museum induction training, including ensuring all new Café staff receive the Museum 'Day One Induction' on their first day.

Planning the Café staff rota with the help of the Retail & Visitor Experience Officer.

### **Training:**

You will receive any training that is required for you to take on this supervisory position, including Food Hygiene, First Aid and Fire Evacuation at the Museum, risk assessments, baking and food preparation and customer service.

### **This job will suit you if...**

- You like helping people and get a kick out of providing great customer service, leading by example. You are patient, level-headed and cool under pressure.
- You love food and drink - especially great coffee and cakes - and you understand how the right blend of quality product and tight cost control works both for customers and the business.
- You're a team player, and you understand when to offer support to colleagues but also when to ask for help.
- You pay attention to the details. As far as you are concerned, anything worth doing is worth doing right, every single time. You stay focused and nothing falls through the

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cracks on your watch.

- You think on your feet. You like learning new things and you can learn quickly. When things change, you know how to change yourself and adapt.
- You are motivated and driven. You volunteer for new challenges without waiting to be asked. You're going to take ownership of the time you spend with us and truly make a difference.

### **The experience you'll need**

To get this role you'll either have experience of or be able to show you understand retail catering practice including food preparation and simple baking, stock management and food hygiene.

You'll have some customer service experience – ideally in hospitality but perhaps in other forms of retail – and able to show how you rise to everyday challenges. Above all we are looking for the right attitude: excited about preparing and serving great food and drink (especially coffee); excited to collaborate, to deliver great work every day, to keep learning and keep improving. It will help if you have some baking experience, even if that is just at home. But if you don't the important thing is you're willing to learn.

### **Where could your career go next?**

We love helping people to grow their careers, whether that's within the Museum, or giving you the skills to take to another organisation if that's right for you. You will be able to attend training courses and be encouraged to develop professionally by working with the Museum.

### **Other things you'll want to know**

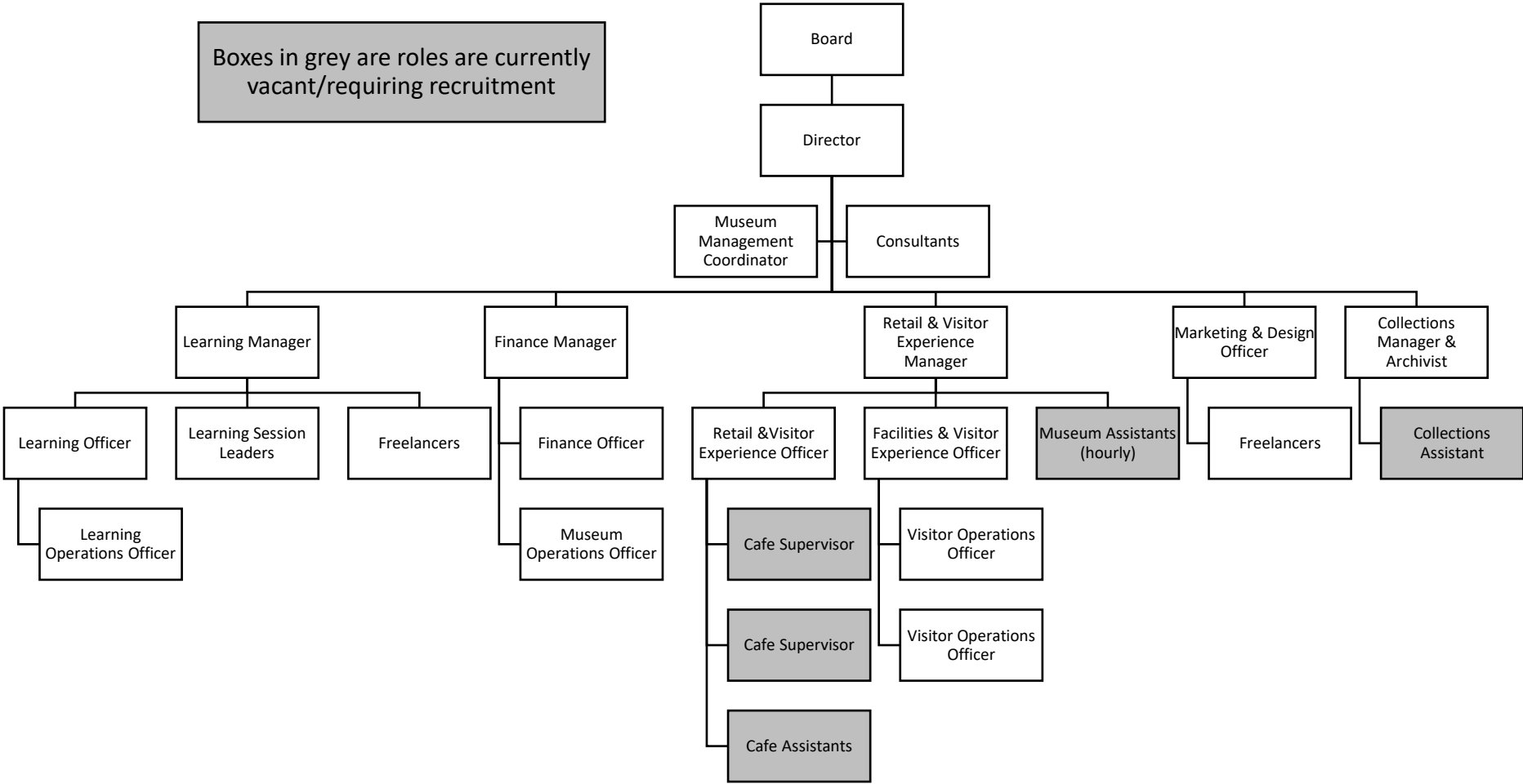
- This role reports into the Museum's Retail & Visitor Experience Officer.
- You will have a fellow Café Supervisor to work with, and on days when you are in sole charge, Café Assistants will report to you.
- The salary for this role is £10.82 per hour.
- You'll normally work 25 hours across 3 days per week, including at least one weekend day. You'll also be expected to work during school holidays when the Museum is busiest, although you can take leave when arranged in advance.

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Cafe Supervisor**

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- You'll get an accrual of 16.07% of your worked hours holiday per year, in addition to an allowance for UK bank holidays (full leave allowance is 28 days, so this is pro rata to your expected hours).
- All Museum staff have a Disclosure and Barring Service (DBS) check on appointment. As a place for families, we need to prove that everyone who works here is safe around children. [www.gov.uk/government/organisations/disclosure-and-barring-service/about](http://www.gov.uk/government/organisations/disclosure-and-barring-service/about)
- There is a 3-month probationary period after you join us. During your probationary period we'll give you the relevant training and direction you'll need to perform your role effectively. The probationary period is the opportunity for you and the Museum to make sure that you're the right fit for the role.
- After successful completion of your probationary period, the Museum will contribute 6% of your salary into an agreed pension scheme. If you choose to stay opted-in to the scheme, you will need to contribute 2% of your salary to reach the minimum workplace pension level of 8% combined.
- Continuous Professional Development is a big deal at our Museum, so you will have the chance to increase your skills and experience through training courses and other means;
- A summary of our current organisational structure is included at the end of this document, so you can understand how your role fits into the overall operation of the Museum.

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