

Routes4Life Limited

Job Profile

Job title:	Café Supervisor
Hours:	40 weeks per year (term time plus 1 week), 35hrs per week, Monday to Friday 8.30am to 3.30pm (including 1 hour lunch break)
Grade and Pay:	Scale 5, SP12
Reports to:	Provision Lead
Staff managed (if any):	None
Benefits for this role:	Training opportunities London Borough of Havering Pension Scheme Employee discounts and benefits through Viv-up (such as Cycle to Work Scheme), entitled to apply for Blue Light discount card

Company Overview

Routes4Life is a growing specialist education provision with charitable status based in Hornchurch, Essex with excellent public transport links.

We are dedicated to fostering inclusive and engaging learning opportunities and environments for young people with learning disabilities aged 19 to 25. We focus on delivering enriching, functional one year learning programmes that promote social, physical, and educational development to enable a successful transition to adult life.

Our learning programmes focus on students' aspirations and interests and develop learning programmes working on next steps towards successful outcomes in community access and work experience/placements.

We welcome passionate individuals eager to contribute their skills in a lively, inclusive setting.

Role Overview

This is an exciting opportunity for a practical motivated and hardworking candidate to develop the potential of our on-site commercial kitchen café.

Our enterprise café has been designed to facilitate our students' preparation for adulthood and employment through practical work experience to develop social skills, practical food preparation, hygiene and nutrition skills.

We are seeking a dynamic Café Supervisor. This unique role combines leadership in managing the business side of our enterprise café with providing vital learning support to adults with diverse needs.

The ideal candidate will bring enthusiasm, strong communication skills, and experience working with adults, especially those with autism or disabilities, to create a welcoming and supportive and unique learning opportunities through a commercial catering environment.

They will benefit from working within a wider team assisting in engaging young people with work related experience in the café.

This position offers an exciting opportunity to combine leadership in hospitality with meaningful support for the development of adults with disabilities.

Purpose of Post

To work within the provision to provide students with learning disabilities the opportunity to develop their catering, money management and customer service skills in a working environment.

Role and Responsibilities

Café Management

- Take sole responsibility for the successful running of the café
- Manage food preparation, cooking, baking and serving all foods and drinks
- Manage planning and pricing of menus, food and drinks and to adhere to agreed prices/budgets and maintain applicable quality standards and records
- Oversee daily operations of the community café, ensuring excellent customer service and smooth functioning
- Managing systems for customer payments and keeping financial records
- Carry out stock checks and keep accurate records
- Manage ordering and obtaining supplies and cash handling
- Ensuring the food offered is to a consistently high standard for public consumption
- Carry out café opening and closing routines

Teaching and Training

- Provide training, supervision, and motivation to our students in delivering high standards of service
- Teach individuals the kitchen and service skills required to develop their employability and liaise with teaching staff accordingly
- Support adults with special educational needs during their activities within the enterprise kitchen and support key learning objectives and track progress
- Adapting teaching and kitchen tasks to suit various ability levels using visual aids, simplified recipes, and colour coded equipment, etc.
- Coordinate with speech and language therapist and occupational therapists to maximise student independence within the kitchen and cafeS
- Role modelling to students a good work ethic, communication skills and professionalism
- Supervise and direct teaching assistants in the kitchen
- Support high level safeguarding practice at all times

Communication

- Serve as the lead customer contact for people at the cafe, including answering questions, welcoming customers, and other communications
- Foster an inclusive atmosphere by promoting positive interactions among adults and staff
- Communicate effectively with parents, caregivers, and colleagues to support adults' individual needs
- Support Provision Lead with ideas for café updates and developments
- Calmly deal with customer enquiries and complaints

Health and Safety

- Quality control of all supplies, food, drinks, kitchen hygiene and health and safety.
- Maintain a 5-star food hygiene rating
- Continually assess all risks.
- Supervise procedures including food hygiene (HACCP) and chemical safety (COSH)

- Ensure the kitchen cleanliness and hygiene standards are met, recorded and kept in accordance with food safety standards.
- Carry out and keep records of deep cleaning and other health and safety practices, e.g. temperature checks, etc

Oversee product quality and carry out quality control checks to make sure standards are maintained

Notes:

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile, but which is within the remit of the duties and responsibilities.
2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
3. This is a new job profile for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

Skills and Abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Experience, ability and willingness to cook, bake and prepare food	✓		Application & interview
Strong interpersonal and communication skills to engage effectively with students, parents, carers, staff, external professionals and contractors/suppliers and members of the public	✓		Interview
Ability to calmly manage a busy environment while maintaining attention to detail and safety standards	✓		Interview
Ability to form relationships with adults with SEND with reliability, resilience, and a flexible approach.	✓		Application & interview
Ability to use IT systems such as word and excel	✓		interview
Attention to detail, accuracy and the ability to be flexible	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to think logically and creatively to provide practical solutions to a changing range of problems and issues	✓		Application & interview
Ability to communicate and interact effectively with adults, young adults and children	✓		Application & interview
Excellent organisation and time management skills	✓		Interview
Creative skills to enhance merchandising and promotions		✓	Interview
Ability to keep calm under pressure	✓		Interview
Ability to work positively both as a member of a team and independently, with general direction and within a clear framework of accountability	✓		Interview

Highly motivated and able to use own initiative	✓		Interview
Experience and Qualifications	Essential	Desirable	Assessed by
Proven experience working with adults with learning disabilities in educational or community settings	✓		Application
Background in teaching or special education		✓	Application
A good level of literacy, numeracy and communication skills (GCSE at level A – C in English and mathematics (or equivalent))	✓		Application
A keen interest in and experience in catering or hospitality	✓		Application
Qualifications in food Hygiene and beverage service	✓		Application
First Aid Trained		✓	Application
Driver with full UK licence and own car that can be used for work	✓		Application & Interview
An understanding of health, safety and security issues in schools	✓		Application & interview