

## JOB DESCRIPTION

|                               |                                                                                                                                                                                                                                                                           |                       |              |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------|
| <b>Job Title:</b>             | Front of House Supervisor                                                                                                                                                                                                                                                 | <b>Date Reviewed:</b> | January 2023 |
| <b>Reports to:</b>            | Head of Retail and Catering                                                                                                                                                                                                                                               |                       |              |
| <b>Principally Relates to</b> | Director of Operations, Head of Retail and Catering, Head chef, Suppliers, Visitor Services Manager, Facilities Manager, Technicians, Enablers, Visitors and Suppliers                                                                                                    |                       |              |
| <b>Purpose of the Role</b>    | To contribute to the success of the Discovery Café, museum programmes and corporate catering needs. To work as part of a team to ensure that food services are delivered consistently to the required content/presentation standards, to maximise the visitor experience. |                       |              |

### Main Areas of Responsibility

#### Food Services

- Undertake all tasks as trained and directed by the Head of Retail and Catering to establish excellence in the content and delivery of food services across the Eureka! Science + Discovery site.
- Support the Head of Retail and Catering to work with external organisations to gain recognition for the high standards we work towards
- Ensure effective daily preparation and timely delivery of the Eureka! Science + Discovery menu.
- Ensure birthday parties and similar events are catered for to agreed standards and expectations.
- Use own initiative to promote and improve the profitability of the Café

#### Staff

- Day to day supervision of the the Café team to ensure that skills and abilities are effectively deployed according to agreed criteria, tasks and responsibilities.
- Ensure that appropriate PPE is worn at all times, that personal presentation standards and all relevant food health, safety and hygiene guidelines are followed.
- Support the Head of Retail and Catering with recruitment and management cafe staff as needed, ensuring they are appropriately trained and developed and that skills and abilities are deployed for optimum performance.
- By example, encourage the development of a leadership style that seeks out the benefits of collaborative action whilst emphasising the importance of individual and team accountability.
- To deputise for the Head of Retail and Catering in their absence, including coordinating all staff to ensure smooth delivery of the food operation.

#### Security

- Opening and closing the outlets following the opening and closing checklists
- Supervising front of house staff to maintain a safe and secure working environment at all times for staff and visitors
- Assist with safety checks and report to the Duty Manager.
- Ensure that Cash Handling procedures are followed.

- Ensure all aspect of security procedures and enforced and adhered to.
- Report any stock management discrepancies as appropriate.
- Regularly conduct stock audits alongside the Head Retail and Catering
- Completing relevant documentation relating to daily tasks and incidents.

## Health and Safety

- Ensure that all health & safety and hygiene procedures are observed so that the risks to the health & safety of staff and visitors are minimised.
- Ensure that the kitchen and catering areas are maintained in a safe and effective manner at all times, working with the Head of Retail and Catering to conduct equipment checks on a regular basis and commission repairs and or/service checks as necessary.
- Use all equipment as trained, observing all safe practices so that accidents are avoided.
- Carry out record keeping as necessary to ensure compliance with Food Safety regulations.
- Ensure correct use of and maintenance and cleaning of equipment.
- General kitchen cleaning to follow a cleaning schedule.

## Requirements and skills

### Notes

The minimum working week for the post is 37.5 hours. However, due to the nature of the work, actual working hours may exceed this total and will involve regular evening and weekend work. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 37.5 hours a week.

The job description is current as of January 2023 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the charity in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time.

Management has the right to vary the duties and responsibilities after consultation with you.

Signed: .....

Name: .....

Date: .....

## Front of House Supervisor Person Specification

| Criteria                                                                                    |  | Essential | Desirable |
|---------------------------------------------------------------------------------------------|--|-----------|-----------|
| <b>Experience</b>                                                                           |  |           |           |
| Working in a supervisor role                                                                |  | *         |           |
| 2 years of relevant experience working in a kitchen environment                             |  |           |           |
| Commitment to providing great customer service                                              |  | *         |           |
| Working in catering at peak demand                                                          |  | *         |           |
| Working in a visitor attraction                                                             |  |           | *         |
| Working with children, young people and the general public                                  |  | *         |           |
|                                                                                             |  |           |           |
| <b>Knowledge</b>                                                                            |  |           |           |
| Understanding of Health & Safety/ Food Safety Regulations/ procedures and working practices |  | *         |           |
| Stock management processes                                                                  |  | *         |           |
|                                                                                             |  |           |           |
| <b>Skills and Abilities</b>                                                                 |  |           |           |
| A good team player                                                                          |  | *         |           |
| Ability to use own initiative, be self-motivated and work to deadlines                      |  | *         |           |
| Good organizer and                                                                          |  | *         |           |
| Proficient with Microsoft office and stock control systems                                  |  |           | *         |
| Good verbal and written communication skills                                                |  | *         |           |
|                                                                                             |  |           |           |
| <b>Qualifications</b>                                                                       |  |           |           |
| Minimum of Level 2 Food Hygiene certificate                                                 |  | *         |           |
|                                                                                             |  |           |           |
| <b>Other</b>                                                                                |  |           |           |
| Commitment to the ideals and aims of Eureka! as an educational charity                      |  | *         |           |
| Ability to work outside normal office hours as part of a seven-day Rota                     |  | *         |           |
| Flexible approach to work                                                                   |  | *         |           |
| Knowledge of working for a charity                                                          |  |           | *         |