

Supervisor/Trainee Manager

20-37.5 hours/week depending on experience/individual's preference

Role benefits from:

- £9.50-10.50/hour plus tips, proportional to number of hours worked
- Being part of a hard-working, supportive & ambitious environment, where the team is actively making a positive difference to the world.
- 12.05% of hours worked accrued as paid annual leave
- Pension scheme
- Heavily subsidised food & drink whilst on shift
- Career & salary progression within the role & the company as a whole.

Job Description

Premises

- Set up and close the premises.
- Overseeing presentation, safety & cleanliness of public facing areas & displays
- Managing the storage of both incoming deliveries of stock & outgoing deliveries of wholesale goods/webshop purchases.
- Overseeing the stock levels & storage of disposable items

Customer Service

- Meeting, greeting and serving customers with a high standard of customer service, using appropriate language, tone of voice & body language, being courteous & respectful at all times, as well as adapting one's approach to each individual customer.
- Have excellent menu knowledge, keeping up to date with any changes; checking with the kitchen manager regarding any short-term changes to dishes/ingredients.
- Following existing systems to make all drinks efficiently, accurately as per the Drinks Spec document.
- Staying on top of correspondence coming in during a shift i.e. social media, email, phone & bookings
- Overseeing the execution of all evening services (delivery, takeaway, collection, sit-in, private dining)
- Acting as a final point of call for immediate queries, compliments & complaints, as well as passing on relevant info to the General Manager as soon as possible.

Team

- Supporting other staff working on shift, showing sensitivity, tact & respect at all times.
- Overseeing standards of customer service, drinks made & general conduct of other staff.
- In ongoing liaison with the day's kitchen manager, make decisions regarding staff role allocation & distribution during shifts.

Person Specification

Experience

- Hospitality/Customer Service experience preferred, but a quick learner would be completely viable as an alternative.
- Experience in a leadership role desirable, but not essential

Skills

- Clear communicator
- Outwardly confident & friendly, even when under pressure
- Organised & able to prioritise
- Able to work well with a wide range of staff & customers
- Endurance; able to work for long periods whilst sustaining high standards of work
- Basic English, Maths & IT skills
- Able to learn new systems & adapt quickly when they change

Values

- Solid understanding of the principles of ethical veganism
- High standards of one's self & one's work output
- Hard worker, regularly going above & beyond
- Instinctively supportive of others

How to Apply:

- Written applications are preferred, unless you think that this would put you at a serious disadvantage (see below)
- To make a written application, please provide a maximum of 2 sides of A4 (either electronic or hard copy): On the first side, please detail your education, qualification & relevant work/voluntary history. On the second side, please provide a written statement, detailing why you think you would be a suitable candidate for the role. To give yourself the best chance of being shortlisted for an interview, try to demonstrate how you meet each of the elements of the person specification, giving examples if you can.
- The deadline to make your application is Tuesday 12th January at 12:00 midday.