
Your job

Job Title: The Hide Café Supervisor (Pennington Flash Nature Reserve)

Service: Leigh Sports Village

Grade: G5

Reporting to: The Hide Café Manager

Reporting to The Hide Café Manager, The Café Supervisor will support the Manager in managing the team and daily operations within the Hide Café at Pennington Flash. Responsibilities include preparing and serving refreshments, maintaining high standards, meeting all food and safety regulations and acting as a key holder, responsible for opening and closing the premises.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support the Café Manager with all Café, kiosk and container equipment.
- Support smooth daily operations and deliver excellent customer service and high levels of professional conduct within the café.
- Maintain a clean environment for visitors, including seating areas, cleaning and clearing of tables.
- Assist with any necessary training and documentation.
- Comply with food allergen, food safety and Health and Safety policies and regulations.
- Support stock control, including stock management, orders and deliveries.
- Complete daily sales reports and reconcile card payments.
- To complete an overview of the month to help assist café manager in end of month reporting.
- Ensure all opening and closing checks are completed.
- Support the Café manager with, PO logs, to approve invoices and reconcile to a low value.
- Assist the Café Manager with weekly, monthly and seasonal specials menus.

On an ongoing basis you will:

- Assist the café manager with the daily running of the café and kiosk
- Be a key holder responsible for opening, alarming and locking the building and the Kiosk.
- Support the Café Manager with Food Allergen documentation and ensure any changes are updated.
- Support with staff training refreshers.
- Continue to work Bank Holidays, Evenings and Weekends.
- Ensure deep cleaning schedules are completed.
- Support the Café Manager with making daily alterations to staffing depending on weather.
- To support the Café Manager and the marketing and communication team to promote the Café and its activities.
- Assist the manager in delivering an excellent customer experience.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Minimum 2 years of working with the general public within a similar role and environment
- Experience running a busy café facility
- Excellent customer service
- Barista Experience
- Food Allergens Certificate
- Food Safety Level 3 Certificate
- Personal License Holder
- COSHH Certificate
- First Aid at Work Certificate or willingness to attain this qualification
- Current Driving License
- 5 GCSEs (mathematics required)
- This role is not subject to a DBS check

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”