

Café Shift Leader Job Description

Job title :

Café Shift Leader

Department:

Cafe Whirl

Responsible to:

Cherisse Wilkinson, Creative Services and Events Co-Ordinator

Responsible for:

Café Team Workers & Café Juniors

Job purpose:

To be the lead staff member on shift in Café Whirl, ensuring all standards are met and customers receive high quality, affordable, family friendly service.

Main duties:

- 1)Prep Food including baking, hot and cold dishes.
- 2)Ensuring exceptionally high standards of cleanliness both front and back of house using cleaning schedules and monthly audits to achieve and maintain a five-star rating with the Council Environmental Health Team.
- 3)Undertake management and training for Café Team workers and Café Juniors.
- 4) Able to work under pressure
- 5) Cash handling, float management and till reconciliation
- 6) Outstanding customer service.
- 7) Ensuring all allergy cards are up to date.
- 8) Ensuring all start of shift and end of shift checks are complete including temperature readings.
- 9) Ensure cleaning of ovens, cupboards, machines, and fridges are cleaned on a regular schedule.
- 10) Ensuring all food is within date and stored food is clearly labelled with use by dates clearly marked.
- 11) To be the lead café worker on shift.

Additional duties

- 1)Ordering and collecting additional stock

2)Café Deep Clean as required.

Main responsibilities:

To ensure the effective smooth running of the café shift. Liaising with the office team to ensure the stock required is communicated in good time for ordering and to make office team aware of additional training that may be needed for team members. To ensure all staff working on shift are meeting their job needs and report any issues.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

Experience:

- Previous experience in a café, coffee shop, or food service environment desirable
- Barista experience and preparing a variety of hot and cold drinks desirable
- Cash handling and operating a till/POS system
- Food preparation, including handling baked goods, sandwiches, or light meals
- Customer service experience in a fast-paced setting
- Experience working as part of a team in a high-pressure environment

Knowledge:

- Understanding of food hygiene and safety regulations
- Knowledge of different coffee types, brewing methods, and milk frothing techniques desirable.
- Familiarity with dietary requirements and allergens (e.g., gluten-free, dairy-free, vegan options)
- Basic understanding of stock management and waste reduction
- Health and safety procedures in a hospitality setting
- Upselling and customer engagement techniques

Rate of pay: £12:50 p/h

Date: 29th January 2025

Prepared by: Juliet Vankay, Deputy Executive Director