

JOB DESCRIPTION CAFE SUPERVISOR

OVERVIEW

Rua Red café is a not-for-profit enterprise. All proceeds help deliver art, dance, music and many more creative activities to our community. The cafe supervisor is responsible for the day-to-day operations of the café. This includes stock management, food safety compliance and H&S responsibilities, effective staff coordination, and over-seeing catering for exhibitions, events and bookings. The supervisor is integral in fostering excellent customer service standards, creating an environment that is welcoming to new and existing customers. The supervisor is expected to lead by example, solve problems as they arise, and ensure that standards are consistently met throughout the day.

JOB DESCRIPTION

Operational

- Implementation of operational and administrative policies and procedures
- Overseeing the Cafe staff roster and assigning daily tasks to baristas and servers
- Co-ordinating food and beverage preparation for events and meetings
- Ensuring consistent high standards in presentation, food handling and hygiene
- Providing training for new team members, with ongoing reminders and hands-on guidance for all staff
- Overseeing the day-to-day hygiene and cleaning arrangements
- Monitoring stock levels daily and reduce waste through stock rotation, accurate ordering, and food waste recording

Financial Support

- Handling cash and reconciliation daily float
- Report any discrepancies to management promptly

Customer Service

- Act as main point of contact for customer questions or concerns
- Providing high level of customer service and ensure smooth running of the Cafe
- Handle complaints calmly, respectfully and resolve issues promptly
- Maintain good communication with management, reporting regularly, and escalating issues to management if necessary

Health & Safety

- Following health and safety duties as specified in the organisation's safety statement
- Manage and implement the Cafe's Food Safety Management Plan (FSMP) in accordance with HACCP standards
- Complete daily checks, maintaining accurate records for food safety compliance and

inspections

HR

- Ensure staff follow company procedures and café standards, addressing issues as they arise
- Liaise with the Finance and Operations Manager to coordinate necessary training for Café team members eg. food handling and HACCP, barista, manual handling etc.
- Monitor staff performance, time keeping, breaks etc.

Other

- Any other duties as assigned
- Attending meetings, training, and events as requested

SKILLS & PERSON SPECIFICATION

Essential:

- Enthusiasm to create a friendly environment for the public, creative residents and all Rua Red visitors
- Supervisory experience in the food service industry at a similar level (1+ years)
- Customer care experience and barista skills
- Experience in stock control, waste management, etc
- Excellent organisational skills are essential as is the ability to co-ordinate staff and volunteers

Desirable:

- HACCP standard Food Safety qualification
- An interest in the arts and voluntary sector
- Computer literate with experience of POS systems

Salary: €27,000 per annum at 35 hrs per week