## Role Profile

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| **Job title** | Catering and Café Supervisor/ Cook | **Salary:** | circa £8.00 – £9.00 per hour |
| **Reporting to:** | Administration Manager and Session Lead | **Holidays:** | 33 days including bank holidays pro rata |
| **Location:** | Inspire Youth Zone | **Hours:** | 25 hours per week including evenings and weekends |
| **Key Relationships:** | Youth Zone staff, young people, parents | **Responsible**  **For:** | Catering Assistants |

**Job Purpose:**

Inspire Youth Zone, Inspire is open to young people 7 days a week, evening and weekends and for some young people Inspire will be a second home. The café and canteen area is an essential part of the offer to young people and as the catering and café supervisor you will develop, manage and deliver the catering provision at the Youth Zone, ensuring young people have access to inspiring and healthy dishes and the café is warm and welcoming to all you people.

**Context of the post:**

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Inspire Youth Zone, which is opened in May 201 will be no different. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs. Inspire Youth Zone is part of the growing OnSide network alongside Bolton, Blackburn, Manchester, Oldham, Carlisle, Wigan and Wolverhampton.

Inspire Youth Zone is centrally located, dedicated to young people making a bold statement about the importance of giving young people high quality places to go in their leisure time and has big ambitions to be a flagship for quality youth provision. Open 7 days a week, at weekends and during school holidays, the Youth Zone’s purpose is to help young people grow to be happy, healthy and successful adults.

The state-of-the-art £4.8 million building provides young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music and media suites.

**Duties and Responsibilities - General**

* Be a role model for young people and present a positive “can do” attitude
* Take personal responsibility for own actions
* Commit to a culture of continuous improvement
* Work within the performance framework of Inspire Youth Zone and OnSide
* Represent Inspire Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible
* Represent Inspire Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
* To assist with any promotional activities and visits that take place at the Youth Zone
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership

**Duties and Responsibilities – Detailed**

* To lead the catering provision, ensuring that the café is an integral part of the Youth Zone offer and contributes to the support and development of young people.
* To undertake and supervise the preparation of food and beverages served in the café area as well as for events, internal bookings and room hire
* Produce and cost menus, within budget and with support from the Administration Manager
* To create stock control procedures and ensure they are adequate, up to date and adhered to
* To serve food and beverage to Youth Zone members, ensuring they receive a great level of customer service
* With support from the Administration Manager, to arrange and manage staffing rotas for the café including staff holidays and leave
* With support from the Administration Manager, to record catering performance against key indicators, such as number of meals served and weekly profit
* Maintain a clean working environment as set out in the cleaning schedule by ensuring regular cleaning of all work surfaces, storerooms and ancillary areas, recording all cleaning
* Ensure the reporting of any faults/repairs required
* Ensure all Health and Safety and Environmental Health requirements are adhered to
* Reporting of all equipment not working properly
* Reporting of any health and safety issues
* Compliance with food hygiene regulations, in particular ensure food is stored correctly and at correct temperatures; and record all high risk food temperatures on delivery and prior to service
* Ordering and control of all stock, including identifying alternative suppliers
* Cash handling and the subsequent financial administration in line with Inspire Youth Zone financial procedures
* Clearing tables and washing up
* Carry out any other reasonable duties as requested by management

**Person Specification**

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| **Selection Criteria\***  A = Application Form I = Interview T = Test/Personality Profile | **Essential or Desirable** | **Method of Assessment** |
| **Experience** | | |
| Experience of working in a catering environment | Essential | A & I |
| Experience dealing with customers | Essential | A & I |
| Knowledge of Health, Safety and Environmental issues | Essential | A & I |
| Experience planning and costing a menu | Essential | A & I |
| Experience of cash handling | Essential | A & I |
| Experience of stock control and ordering | Essential | A & I |
| Experience planning and providing healthy meals including nutritional information | Desirable | A & I |
| Experience of supervising catering provision | Desirable | A & I |
| **Qualifications** |  |  |
| Basic Food Hygiene Certificate | Essential | A |
| NVQ Level 3 Catering or other recognised Catering qualification | Desirable | A |
| Advanced Food Hygiene Certificate | Desirable | A |
| **Skills** |  |  |
| Ability to communicate clearly and follow instructions | Essential | A & I |
| Ability to prioritise work and manage time effectively | Essential | A & I |
| Ability to work on own initiative and as part of a team | Essential | A & I |
| Ability to organise tasks, and small team of staff | Essential | A & I |
| Ability to communicate clearly and effectively with a wide range of people and relate well to young people | Essential | A & I |
| **Knowledge** |  |  |
| A wide ranging repertoire of meals for young people | Essential | A & I |
| A basic understanding of nutrition | Desirable | A & I |
| **Special Requirements** |  |  |
| A willingness to work unsociable hours during evenings and weekends is required | Essential | A & I |
| A willingness to work additional hours to cover events, holidays and staff absence | Essential | A & I |
| DBS clearance and committed to Safeguarding children | Essential | A & I |

\*Selection criteria for guidance only, alternative methods may be used to assist the selection process

**Inspire Youth Zone iscommitted to safeguarding and promoting the welfare of children, young people and vulnerable groups.**

**OnSide Youth Zones Values**

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however, these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

**Serving Young People**

* Focus on serving young people
* Continuous improvement in the service we offer
* Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the ‘wow’ factor and leave a lasting impression.

We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

**Can-Do Approach**

* Getting results
* Motivating others
* Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do.

We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

**3. Teamwork**

* Openness
* Supporting others
* Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

**4. Doing it Right**

* Acting with integrity
* Constant personal improvement
* Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained.

We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

**5. Innovation Friendly**

* Innovative environment
* Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people to experiment with process and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.