

WATERSHED

Job Description

November 2021

Job title: Café Bar Supervisor

Dear Applicant

Thank you for your interest in the above position. Please find enclosed a job description including person specification and terms and conditions of employment. Please consider these carefully and decide whether you wish to apply.

Watershed's first value is **Inclusive - We are people led**. We listen to and engage with the broadest range of people. This letter lays out some of the steps we are taking to create a more inclusive recruitment process. Many of these steps are new to us, so feedback and questions are very welcome.

Before you apply

You may not have worked in a cultural organisation before, or in an organisation like Watershed. Perhaps you have worked in a hotel, bar or coffee shop – all of which are very transferable contexts. If you are from a background that is underrepresented in the culture sector (for example you are from a community that experiences racism or you are a disabled person (as defined by the Equalities Act 2010), or you did not go to University or had free school meals as a child), and you would like support to articulate how your experience is transferable to this role, you can book time with us (we will ensure the person you meet is not involved in the recruitment process). They would be pleased to help you think this through. Please request this by emailing Kirsty.y@watershed.co.uk (we will not ask you to disclose your background).

We believe our work will be stronger with greater diversity and welcome applications from those who bring balance to our team. Watershed welcomes the whole person to work, and we understand that each of us bring our experiences, our backgrounds and our own unique lens to what we do. Supporting our staff means they are not appointed to represent specific groups or organisations.

Timeline

The closing date for all applicants is: **Wednesday 1 December 2021**

We will contact all short-listed candidates by: **Monday 6 December 2021**

In order to broaden the field of candidates, the Watershed team will aim to meet all candidates who meet the basic criteria for a short interview online or in person on Thursday 9th December. This will be an opportunity for you to ask us more about the role, and for us to hear more about you.

Successful candidates will then be invited to attend a trial shift.

Please DO NOT include your CV as it will not be considered. Please put all relevant information on your application form.

We are striving to understand more about who applies to work with us. We invite you to complete our anonymous equal opportunities monitoring form, which will not be shared with anyone involved in the recruitment process.

Watershed will work with candidates to ensure their access needs are met during the interview process and will ensure access requirements do not factor in decision making.

Thank you for your interest in Watershed.

Mark Horton
Café Bar Manager

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Position:	Café Bar Supervisor
Grade:	5
Responsible to:	Cafe Bar Manager
Responsible for:	Café Bar Team
Contacts:	All Café Bar staff, suppliers, other departments

Purpose of Job

Watershed is Bristol's cultural meeting place of choice and our Café & Bar provides a welcoming hospitality offer. Through strong shift leadership and team management, you will deliver high levels of customer care at all times, work as part of a team to provide an excellent visitor experience and maintain consistently high levels of customer service, cleanliness and product knowledge, across the Café Bar.

Principal Responsibilities

- Through strong shift leadership and team management, deliver high levels of customer care at all times, including managing customer queries, ensuring the highest possible standards in presentation and quality of food / beverages served and customer experience;
- Undertake cashing up procedures in line with company policy;
- Maintain an up-to-date knowledge of Watershed activities and all products on offer from the Café Bar and Events menu to ensure effective advice to customers;
- Undertake clearing and cleaning requirements in the Café/Bar during and after service as required and ensure the team on duty also perform these tasks
- Operate equipment accurately and in line with policy and procedures;
- Maintain an awareness and administration of stock control and procedures;
- Maintain health, safety and hygiene standards at all times within all catering areas
- When managing a shift ensure all team members are meeting performance expectations and, with support from the Café Bar Manager, identify and take action to address any performance issues;
- Work with the Café Bar Manager to keep an overview of the Café space, including the upkeep of equipment, lighting and music;
- Duty Fire Warden when managing a shift;
- Duty First Aider when managing a shift.

Key Performance Indicators

- The bar team are consistently meeting performance expectations and performance issues are effectively managed;
- Excellent food and beverage product knowledge maintained at all times;
- Highest standard of customer service delivered to staff and customers at all times;
- Accurate handling of tills, cash and cashing up procedures;
- Stock control and rotation records kept up-to-date;
- Health & Safety/Food hygiene standards maintained at all times;
- Service areas cleaned and cleared to the required standards.

Person Specification

Qualifications

- Desirable: Recognised certificate or demonstrable knowledge of Health and Safety and Food Hygiene training.

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Skills & Experience

- Proven experience of delivering excellent customer service within a catering environment;
- Excellent interpersonal skills including working as part of a team;
- Previous experience of handling cash;
- Demonstrates an understanding of stock/cost control systems;
- Able to prioritise work and work on own initiative;
- Adept handling and coordination skills in use of equipment such as hot and cold beverage dispensers, kitchen machines, computerised tills and cellar equipment;
- Adept at engaging with customers and staff with excellent communication skills and inter personal manner.

Watershed Values

The Watershed brand is unique, trusted and respected and is driven by the following shared values which are clearly articulated. Ability to master and represent Watershed's Vision and Values is therefore important.

Watershed is:

Inclusive	We are people led. We listen to and engage with the broadest range of people.
Open and Honest	We provide a culture and environment that is trusting, trusted and trustworthy.
Make Things Happen	We approach opportunity and challenge creatively, collaboratively and with a can do attitude.
Entrepreneurial	We are inventive, try new ideas, experiment, learn and share.
Celebratory	We celebrate culture, creativity and wonder.

Watershed encourages applications from people of all backgrounds but particularly encourages applications from candidates from a BAME background as they are currently under-represented within our staff team.

Additional information:

- The post-holder is expected to wear clothing appropriate to their post.
- The post-holder will be required to undertake such other comparable duties as may be required by the Head of Department'.
- Watershed is open seven days a week, including Bank Holidays (Christmas Day and Boxing Day are the only exceptions). Watershed is a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.



Watershed is a Social Enterprise Mark holder. Social Enterprises are businesses whose products and services create both social and environmental benefits.

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