



TRANSLATORS' TEAROOM
• CAFFI'R CYFIEITHWYR •

APPLICATION PACK

for the post of

TEA ROOM SUPERVISOR



An opportunity has arisen for a Tea Room Supervisor to join the small friendly team of staff and volunteers in 'The Translators' Tea Room' at St Asaph Cathedral. We are looking for an enthusiastic individual who is passionate about providing good quality, locally sourced food and is willing to go the extra mile to deliver excellent customer focused service at all times.

The Tea Room opened in 2018 and since then has gone from strength to strength gaining a reputation for serving delicious home baked cakes, snacks, light lunches and a 'proper' cup of tea and coffee. We are open every day, except Sunday, from 10.00 to 4.00pm. On occasion, we also provide hospitality at evening events at the Cathedral.

This is a part time post, you will normally work 3 days / 24 hours per week including Saturdays but due to the nature of the business we would also expect you to be flexible when required. We offer a varied and interesting workload, a pleasant working environment and a competitive salary including a 9% pension contribution.

Ideally you will have a background in catering or hospitality, but, this is not essential as we can provide training for the right person. If you have a can-do attitude, a flair for baking or cooking and are committed to providing all our customers with an outstanding experience then we want to hear from you!

For an informal discussion about this opportunity please contact Mrs Jackie Feak, Hospitality Co-ordinator on 01745 582245

Applications

Applications must be received by **12 noon Wednesday 3 April 2019**

Please submit your application form by email or by post to:

Mrs Karen Williams, Diocesan Office, High Street, St Asaph LL17 0RD

karenwilliams@cinw.org.uk

(please note that we do not accept CVs)

Interviews

Interviews will be held in St Asaph on 17 April 2019

Applicants may also be asked to take part in a practical skills assessment during the week commencing 8 April

Further details regarding the selection process will be communicated at the time applicants are invited for interview.

The appointment will be subject to satisfactory references.

JOB DESCRIPTION

Job Title: Tea Room Supervisor
Reporting to: Hospitality Co-Ordinator
Managed by: Administration & HR Officer

JOB PURPOSE

To play a key role in the day to day running of the Translators' Tea Room at St Asaph Cathedral.

KEY RESPONSIBILITIES

1. Facility management
2. Working with volunteers
3. Preparing and serving food and beverages
4. Customer Service
5. Finance

KEY WORKING RELATIONSHIPS WITH

- The Dean and members of the Tea Room Staff
- Volunteering team
- Suppliers and contractors

DUTIES AND RESPONSIBILITIES

1. Facility management

- a) Ensure the tea room is open to customers during allotted times
- b) Security (opening and locking up)
- c) Stock control
- d) Health & Safety of facility
- e) Ensure correct temperature and food hygiene controls are adhered to
- f) Maintain high hygiene standards
- g) Ensure equipment is maintained correctly

2. Working with volunteers

- a) Contribute to the ongoing recruitment of volunteers
- b) Contribute to volunteer training
- c) Supervise volunteers
- d) Contribute to the planning of volunteer working rotas
- e) Ensure that volunteers are valued and encouraged

3. Prepare food and beverages

- a) Prepare, prepackage and label sandwiches and snacks
- b) Prepare soup
- c) Follow recipes to bake cakes, traybakes and biscuits to a professional standard
- d) Prepare and serve hot and cold drinks
- e) Contribute to menu planning and recipe development
- f) Clear tables, wash up and keep work surfaces clean

4. Customer Service

- a) Deliver an exceptional standard of customer service at all times
- b) Greet all customers in a friendly, polite manner
- c) Be attentive to customer requests
- d) Be prepared to respond to queries and offer basic information about the cathedral, or refer to a colleague who is able to help

5. Finance

- a) Operate the till, including cashing up
- b) Keep accurate financial records for all transactions including supplier invoices and till records
- c) Take income to the bank

This Job Description is not a statement of all the duties applicable to the post holder, variations to the duties outlined above will occur to meet the needs of the post. Any variations will be commensurate with the grade and character of the post.

PERSON SPECIFICATION: Tearoom Supervisor

Key Criteria	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • Good sound general education • Experience of working in a customer facing role • Food hygiene qualification or the ability to pass a food hygiene assessment 	<ul style="list-style-type: none"> • Experience of working within the catering or hospitality sector • Catering or baking qualification • Experience of cash handling and operating a till • Experience of working with volunteers
Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication skills with ability to relate with people in a warm & approachable manner • Naturally hospitable and welcoming • Ability to produce high quality and visually attractive cakes and light meals • Ability to work to deadlines and under pressure • Ability to prioritise work effectively • Ability to apply and surpass the requirements of food hygiene and food handling regulations 	<ul style="list-style-type: none"> • Ability to communicate in Welsh • Understanding of, and empathy with the Anglican Church and Church in Wales • Understanding of Food Hygiene Regulations
Work-related Personal Qualities	<ul style="list-style-type: none"> • A team player who can work well with colleagues and values the contribution of volunteers • Committed to providing exceptional customer service • Honest, reliable and trustworthy • Willing to be flexible • Able to work alone and unsupervised • A passion for providing good food • Immaculate standard of hygiene 	

Tearoom Supervisor

Main Terms and Conditions

Hours of Work	24 hours per week Pattern of working hours subject to agreement between the postholder and employer, and will include working on Saturdays
Term	Permanent
Salary	£10/hr
Pension	The employer will contribute 9% of the employee's pensionable salary to a pension scheme of the employee's choice, or into the Diocesan Board of Finance Pension Scheme.
Holiday	25 days per calendar year plus bank holidays (pro rata). The holiday year runs from 1 January to 31 December
Location	St Asaph Cathedral, High Street, St Asaph LL17 ORD
Expenses	All reasonable working expenses will be met at the agreed Diocesan rates
Probation	This post will be subject to satisfactory completion of a probationary period of 6 months