

Job Description

Job title:	Student Duty Supervisor, Campus Coffee
Responsible to:	Licensed Trade Managers, Campus Coffee Managers
Responsible for:	Campus Coffee and Student Staff
Hours of work:	A minimum of 3 shifts per week, approx. 10-15 hours per week. The post holder will be required to work weekends and evening as part of their shift pattern.
Purpose of the post:	The post holder will be responsible for staff motivation, front of house supervision and ensuring Campus Coffee exceeds customer expectations. The post holder will be responsible for stock and cash control, health and safety of staff and customers and security of the Cafe and its contents. The post holder will be expected to duty manage nights and Weekends in Campus Coffee without a member of the Management Team on site. Authority and direction is delegated from the Union's Trustees, via the Licensed Trade Manager & Campus Coffee Managers.

Duties and Responsibilities:

1.0 Staff Supervision

- To co-ordinate the work and monitor the workloads of Student Staff, ensuring that staffing levels are adequate and efficient.
- To provide leadership, direction and coaching for Student Staff.
- To help to identify the training needs of Student Staff, in conjunction with the Library Café Managers.
- To promote a positive working attitude in Campus Coffee and lead by example in all aspects of the role.
- To ensure high standards are maintained, with regards to Food Quality, Food Hygiene and Health and Safety.

2.0 Customer Care

- To ensure that customer expectations are exceeded at all times, and that customer feedback is dealt with in a courteous, efficient and timely manner.
- To ensure that all areas of the premises are clean and tidy and that any maintenance needs are reported immediately.
- To work and lead Student Staff in line with Campus Coffees customer service standards monitored through regular Customer Service Audits.

3.0 Health and Safety

- To ensure that Kent Students Union's Health and Safety Policy is adhered to at all times.
- To train and manage Student Staff in healthy and safe working practises.

- To ensure the health and safety of customers, suppliers and visitors to the Licensed Trade Department's premises.
- To report any accidents or incidents in an accurate and timely manner using the University's online reporting system.

4.0 Cash and Stock Controls

- To ensure that both cash control and stock control systems are adhered to at all times.
- To ensure the tills and safe are counted and correct at the beginning and end of each trading day and to correctly count and record each day's takings.
- To ensure that stock display systems are adhered to at all times and to guide Student Staff in stock and cash control procedures including stock rotation, deliveries, cash handling and payments.

5.0 Other Duties

- To work with The Library Café Managers to ensure the safe operation of Campus Coffee and the surrounding areas of the premises.
- To abide by the Union Constitution, policies and procedures and to the Licensed Trade operating systems, policies and procedures at all times.
- To contribute to the positive image of the Union with other students, the University and the local community.
- To attend appropriate meetings as and when required by the Union and Library Café.
- To help with recruitment and training of new staff throughout the academic year
- To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the Licensed Trade Managers and Library Café Managers.
- To work as part of the Duty Supervisor Team in Campus Coffee to ensure the outlet is running at its optimum level.
- To work in the Union's other outlets if necessary.
- The post holder will be expected to minimise the environmental impact of Kent Union's operations by adhering to our Environmental policy and related procedural guidelines including recycling and energy conservation.

6.0 Training

- Kent Union considers regular and on-going training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties.

This Job Description does not form part of your contract of employment.

Person Specification: Student Duty Supervisor, Campus Coffee

	Essential	Desirable	Tested at interview	Tested at Application
QUALIFICATIONS				
Appropriate Health & Safety Qualification		X		X
First aid certificate		X		X
EXPERIENCE				
Experience of supervising a Licensed Trade outlet		X	X	X
Experience of delivering exceptional customer service, individually and through effective staff management	X		X	X
Experience of the effective use of IT, especially EPOS systems		X	X	X
KNOWLEDGE				
A good understanding of commercial trends within café trade with particular reference to the student market		X	X	
A good knowledge of Health & Safety, Food Hygiene and COSHH legislation	X		X	X
A good understanding of best practice in stock and cash security systems		X	X	
SKILLS				
Ability to operate effectively in a busy environment, with the skills to develop productive relationships with a range of internal and external stakeholders	X		X	
Good communicator with the ability to relate to people at all levels	X		X	X
Provides highest standards of customer service and effectively solves customer problems.	X		X	X
A confident and resourceful individual with leadership skills who can operate in a challenging environment	X		X	
VALUES/ATTITUDE				
Evidence of commitment to continuing personal and professional development	X		X	X
A firm <i>commitment to equality of opportunity</i> ; an individual who values diversity, shows respect for all people and works well with people who have different ideas, perspectives and backgrounds	X		X	
A role model who effectively uses coaching and mentoring to encourage staff to reach their full potential	X		X	X

A team player, who helps others to build a successful team, celebrates others' successes and supports others to achieve individual and team goals	X			X
High standards of customer service and the desire to continuously improve customer satisfaction and experience	X		X	X