



Café Supervisor

full time, permanent

ALEXANDRAPALACE, ALEXANDRAPALACEWAY, LONDON, N22 7AY • 02 08 36 5 2121 • ALEXANDRAPALACE.COM
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ABOUT ALEXANDRA PARK AND PALACE



Alexandra Park and Palace is a major event, heritage and cultural destination in north London. We host live music, live sport, theatre productions and Park events all year round.

All the money that is generated by events goes back into maintaining and restoring Ally Pally, to celebrate and share the past, deliver extraordinary experiences at present and regenerate for the future.

ROLE DESCRIPTION

Alexandra Palace is looking for a permanent **Café Supervisor** to oversee the new café in the East Court delivering high quality customer service.

The East Court is open to the public 7 days a week and is the main entrance point for all Ice Rink and Theatre visitors.

The ideal candidate will have experience supervising or leading a team preferably in a hospitality or retail environment, and have experience working in a café or kitchen. team.

This is a permanent position working 40 hours per week, 5 days from 7.

The hourly rate is **£13.87**

HOW TO APPLY

To apply for the role of **Café Supervisor** please send your CV / expression of interest and a cover letter outlining how you meet the requirements of the role to recruitment@alexandrapalace.com

Please also complete and return an [Equalities Monitoring Form](#) with your application.

CVs will be shortlisted on receipt

Due to the volume of applications we are unable to offer feedback to those not shortlisted for interview

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Job Title	Café Supervisor
Department:	Catering
Responsible To	Assistant Catering Manager
Responsible For	No direct line management but post holder is required to supervise Hospitality Assistants whilst on shift
Overall job purpose	To uphold excellent and consistent customer service in the East Court Café.
Key internal relationships	Visitor Services reception desk Ice Rink reception desk Theatre / East Court Duty Managers
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Oversee the day to day running of the Café whilst on shift delivering excellent customer service. Including: <ul style="list-style-type: none"> - prepare and deliver food and beverage orders - process card transactions - direct customers and clients 2. Supervise Hospitality Assistants when working in the café leading by example. Activities include: <ul style="list-style-type: none"> - carrying out team briefings - delegating tasks - supporting with on the job training - allocating breaks 3. Monitor stock levels (food, beverage and disposables) rotating stock and keeping the Assistant Catering Manager informed when stock is running low 4. Prepare the café at the start of the working day and close down the operation at the end of the day (depending on shift pattern) keeping to advertised opening times. 5. Act as the main point of contact for Café operations inputting into Catering team meetings and liaising with other operational departments to understand the impact of events on East Court footfall. 6. Maintain accurate food health and safety records e.g. food temperature logs for management spot checks and external audits. 7. Proactively maintain a clean and tidy working environment and organise monthly deep cleans of the unit. 8. Support catering colleagues in other F&B units across the site by providing cover during busy periods depending on the needs of the business and event schedule.

Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualification</p> <p>Educated to GCSE level or equivalent with English and Maths</p> <p>Fluent in English language</p> <p>Experience</p> <p>Experience of supervising or leading a team</p> <p>Experience working in a café or kitchen</p> <p>Barista trained</p> <p>Experience of delivering face to face customer service</p> <p>Experience of resolving customer complaints and issues</p> <p>Experience opening and closing a unit</p> <p>Experience handling and processing card transactions preferably gained in a retail environment</p> <p>Skills</p> <p>Strong verbal communication skills with the ability to brief a team and give clear instructions</p> <p>Excellent customer service skills</p> <p>Able to work unsupervised</p> <p>Trustworthy</p> <p>Good time management and able to prioritise effectively</p> <p>Available to work a flexible shift pattern including weekends, evenings and some bank holidays according to the needs of the business</p>	<p>Education / Qualification</p> <p>Personal Liquor License</p> <p>COSSH</p> <p>Food hygiene level 2</p> <p>Experience preparing food</p> <p>Experience of stock control / stock rotation</p>

DIMENSIONS

Financial responsibilities

Cash / card handling

People management responsibilities

Supervision for food service assistants whilst on shift

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level I and therefore should be demonstrating behaviours at **level I**.

1. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 1	<ul style="list-style-type: none">• Work together collaboratively- acting as one team• Communicate with colleagues and other teams - building relationships, sharing information and reducing silos• Attend and actively participate in team meetings• Look for frequent opportunities to socially interact across the organisation• Ask for help more often• Pro-actively offer help if a team member is struggling	<ul style="list-style-type: none">• Wait to be asked for help or leave people to struggle• Work in silos• Make decisions without consulting each other• Withhold information from others• Be silent and uncommunicative• Hold back because of lack of time or interest• Ignore the phone or customers• Act divisively

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 1	<ul style="list-style-type: none">• Bring creative ideas to work, share them with others and influence to make them happen• Be adaptable and open minded - listen to new ideas and try new things• Demonstrate a passion for learning put self forward to be trained and to train others• Be more vigilant in spotting the things which could be better• Admit when a mistake has been made or could have been done better• Welcome change as a way to learn and grow	<ul style="list-style-type: none">• Resist change and new ways of doing things• Be afraid to try new things• Be defensive when constructive criticism is offered• Make the same mistakes• Hold back ideas• Blame others if new things go wrong• Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work• See setbacks as failure

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 1	<ul style="list-style-type: none">• Treat people with respect, irrespective of their opinions, beliefs or background• Demonstrate good manners with everyone• Listen to others and value their opinions• Take time to get to know other individuals and teams, who they are, what they do and how we can help• Discuss things in person and not rely on email• Be more culturally aware and understanding of difference• Work sensitively and collaboratively with all• Meet commitments and keep promises - follow up on enquiries or requests for information promised• Confront difficult situations	<ul style="list-style-type: none">• Disrespect colleagues or customers• Single out, exclude or discriminate against people because they are different to me or for any other reason• Dismiss the views of others because their opinion and perspective is different to ours• Criticise colleagues in front of others or the public• Take sides when hearing different opinions• Bring personal problems into work on a regular basis• Talk or gossip about others• Talk the organisation down inside or out• Fail to deliver on what we have promised

4. We are **PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level I	<ul style="list-style-type: none">• Demonstrate enthusiasm and excitement in the delivery of our roles• Express passion, energy and fun with colleagues and customers• Focus on quality – completing work on time and accurately• Take visible pride in our work every day• Be self- motivated and stay positive even when sometimes it is hard to do so• Deliver the best experience for our customers• Look for opportunities to bring fun to work	<ul style="list-style-type: none">• Create a negative atmosphere• Demonstrate a can't do attitude• Allow the negativity of others to affect me• Take things to heart• Take a careless attitude to the quality of our work• Say “I don't know” – I will go and find out• Say “It's NOT my job”

5. We are **RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level I	<ul style="list-style-type: none">• Be determined to deliver making best use of the resources we have• Say yes more often and then work out how to do it with what we have• Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow• Minimise wastage and recycle more• Look after resources as if they are personal belonging s- keeping them tidy and maintained• Make suggestions on how to make things more efficient or reduce cost• Take accountability and show a “can-do” attitude	<ul style="list-style-type: none">• Bring problems without thinking of possible solutions or suggestions• Abandon problems hoping someone else will solve them• Say “Yes” if I know I can't do something• Use budget as an excuse not to do things• Be wasteful of time, resources, energy and equipment