



Changing lives through reminiscence

Café Supervisor recruitment pack



Dear applicant,

Thank you for your interest in applying for the Café Supervisor role. This pack is designed to provide you with information about the job and a flavour of working at Age Exchange. Our website is also a source of information about what we do www.age-exchange.org.uk

This is both a challenging and exciting time for Age Exchange. In the first few months of the pandemic, we received 5 times the number of referrals we would receive in a normal year. During the course of the pandemic carers witnessed their loved one's diagnosis progress at an alarming rate and have been unable to take breaks themselves.

We now have a lot of work to do helping people living with dementia & their carers to feel confident in engaging with the outside world again. Our services will play a vital role in this transition phase.

We were fortunate to pull through the pandemic with the support of our amazing local community, corporate partners, grant making trusts and an army of amazing volunteers.

We are looking for a Café Supervisor who can help us to continue delivering outstanding customer service in our community café, and help us develop and expand our community hub and has strong commercial acumen who can help us to double income from £100k to £200k within 18 months

Currently we have a staff team of 14 and over 100 volunteers who help to run our carers and dementia groups, the café and library. We have a local supporter group 'Friends of Age Exchange' who raise funds and put on events to help combat loneliness in older age. Our base is in the heart of Blackheath Village (opposite the station and just 12 minutes by train from London Bridge) but our reach is much wider.

I hope you will consider joining a creative and friendly team, if you have any questions or would like to talk about the role, please email Gemma at gemma.catnott@age-exchange.org.uk.

Best wishes

Gemma Bell-Catnott
Community Hub and Volunteer Manager

In this pack you will find

- Details of the recruitment process
- An outline of the role purpose and organisation
- Job description and person specification

Recruitment Process

Please submit your CV along with a supporting statement of no more than three sides

Submitting an application

Please email your CV and a supporting statement in Word or PDF format which outlines how you meet all the points in the person specification (this should be no longer than 3 sides of A4) to hello@age-exchange.org.uk

You can use both paid and voluntary experience to demonstrate how you meet the criteria.

Age Exchange is committed to building a diverse workforce and welcome applications from individuals from all backgrounds. At Age Exchange we aim to have diverse participation in all areas of our work. We would like to hear from applicants particularly from ethnic minority communities and anyone who has an understanding of the impact of a dementia diagnosis or experience caring for a loved one.

Any questions please contact Gemma Bell-Catnott at gemma.catnott@age-exchange.org.uk



Job title:	Café Supervisor
Accountable to:	Café Manager
Salary and hours:	£12.09 per hour (£22,000 per annum) for 35 hours a week plus employee pension scheme
Terms & conditions:	Permanent role with 25 days annual leave per year and employer's pension
Location:	Age Exchange, Blackheath SE3 9LA

Background

Age Exchange is a vibrant community hub that has nearly 40 years experience of working with older people, using innovative Reminiscence Arts to improve wellbeing and combat loneliness and isolation.

Our modern community hub provides a welcome space for a coffee, a chance to take part in an activity class or to volunteer to run our community library or café. In addition to being a popular venue for old and young alike, with a footfall of over 180,000 a year the café exists to generate revenue for Age Exchange which can fund our arts-based reminiscence services. It is places like Age Exchange that take us from being strangers to friends and neighbours, where we are connected, we are communities – and when we are together, we are stronger.

The post holder will be expected to work on their own with the support of volunteers and to open and close the café.

About the role

This is an exciting time to join Age Exchange, as we are currently in the process of growing and developing our community Café. Our Café plays a huge role in the fundraising and income generation that helps allow Age Exchange support those living with Dementia and their carers.

We are currently looking for an experienced all-rounder; someone who can come in and hit the ground running. You will be part of a small team working alongside 18 volunteers who help us deliver quality food and excellent customer service. You'll have previous experience working as a Café Supervisor or Assistant Manager with excellent customer care skills. The Cafe team pride themselves on delivering a friendly and high-quality service to our local community and service users, so you'll need to be just as passionate as they are.

Role description

- Responsible for the effective operation of the Age Exchange community café and shop
- To work with the Café Manager and volunteers to come up with strategies designed to enable the café to generate a profit annually
- To ensure the delivery of high-quality food and drink and excellent customer service within the ethos of the charity
- To support and supervise volunteers working in the café
- To create an environment that is welcoming to people of all ages and all cultures
- Age Exchange is a dementia friendly charity and all our services including the café must reflect this

Key duties and responsibilities

- Key holder responsibilities – opening and closing the hub and ensuring the café is secure
- Report daily, or as agreed to the Café Manager on issues or general concerns
- Attending team meetings where appropriate
- Attend training as appropriate including Barista training, food and hygiene, health and safety training and refresher training as appropriate
- Support the Café Manager to manage staff and volunteer rotas, and time sheets
- Daily till reconciliation, float and petty cash management. Supporting the Café Manager implementing till and pricing updates and staff and volunteer training. Accurate cashing up and transfer of cash to the safe
- Supporting the Café Manager with the management of ordering stock, food storage, beverages, cleaning products, stock take and liaising with the Café Manager on additional stock changes or requirements keeping wastage to a minimum
- Maintain professionalism while always providing and maintaining excellent customer care
- Ensure all equipment is in good working order and maintained on a regular basis
- Maximize promotional and sales opportunities
- Promote and practice relevant health and safety standards
- Set a high standard and good example for volunteers with regard to punctuality, attendance and attitude and ensure these standards are maintained at all times
- Set a high standard and good example for volunteers with regard to cleanliness and hygiene to be maintained at all times, including a regular deep clean schedule
- Keep the kitchen and storage areas clear, well-organised and easy to use. Including cleaning and clearing of tables, floor and waste
- Ensure that the daily and weekly cleaning schedules are implemented to a high standard
- Undertake any duties or responsibilities required at any time

All staff are required to maintain Age Exchange's highest standards of customer care in line with Age Exchange's health and safety and equality and diversity policies. All staff are required to adhere to Age Exchange's food and Hygiene policy.

Staff may be required to carry out any other duties as directed by management.

Person specification:

Essential

- Strong level of numeracy in order to handle cashing up duties and paperwork
- Commercial acumen able to generate profitable ideas
- Good level of literacy in order to carry out administrative tasks
- Experience of working in a busy café / food environment
- Knowledge of food hygiene and health and safety regulations in a café/kitchen environment
- Sense of responsibility to the ethos of the café and Age Exchange
- Be approachable and sensitive to the needs of staff, volunteers and some of our vulnerable customers
- Strong communication skills
- Ability to lead, support and train staff and volunteers

- Experience of supervising staff or volunteers
- Ability to work on your own and to take the initiative to solve problems
- Must be able to work with members of staff outside the café team to ensure consistency of the 'Mission Statement' of Age Exchange
- Creative and innovative and ideas driven

Desirable

- Any catering qualifications
- Barista experience
- Front of house/customer service background
- Stock management experience

Apply now by emailing your CV and a supporting statement in Word or PDF format which outlines how you meet all the points in the person specification to hello@age-exchange.org.uk

This pack can also be picked up from our Information Desk in the community hub.

Any offer is subject to an enhanced Disclosure and Barring check, which we will complete on your behalf if you don't already have one.

Age Exchange is committed to creating a diverse and inclusive working environment, we are proud to be an equal opportunity employer. All applicants will receive equal consideration for employment without regard to race, colour, religion, gender, gender identity, sexual orientation, national origin, genetics, disability, age, or veteran status. Age Exchange is also committed to compliance with all fair employment practices regarding citizenship and immigration status.