

Job Description

Job title: Porthgwarra Hub Supervisor- Maternity Cover

Department: Porthgwarra

Responsibilities: To support the Porthgwarra Hub Manager in the day to day running of the Porthgwarra Cove Café and 7 holiday cottages

Reports to: Porthgwarra Hub Manager

Pay and benefits: £22,000.00-£25,000.00 annual salary

Principal purpose of role	<ul style="list-style-type: none"> To support the manager with the daily running of the café and when needed, the holiday cottages To ensure the café provides a friendly and efficient service at all times To assist the Manager to ensure that the cafe runs smoothly
Area of responsibility/tasks	<p>Main café duties</p> <ul style="list-style-type: none"> To serve customers in a friendly, helpful and efficient manner To present the café to a high standard at all times To prepare and serve light meals and snacks as required To help with deliveries, transport and unloading as required To fulfil daily ordering tasks To maintain the café and kitchens to a high standard of cleanliness To assist with catering for meetings and functions, as required To ensure all SFBB paperwork is filled out correctly at all times To supervise café team members to ensure correct procedures are being followed at all times To be a key holder and be responsible for opening/closing the café when needed <p>Assistance with increasing sales</p> <ul style="list-style-type: none"> To be aware of the café's performance, and the role the café assistant plays in increasing sales

	<ul style="list-style-type: none"> • When serving customers, to demonstrate selling skills • To be able to voice new ideas to improve customer experience and menu choice <p>Food Safety</p> <ul style="list-style-type: none"> • To maintain the kitchens to a high standard of cleanliness • To assist the Manager with inspections and checks • To wear the uniform and personal protective equipment as supplied and maintain a high standard of hygiene at all times • To ensure allergy controls within the café are adhered to at all times • To ensure all team members are following correct working practices
Customer service	<ul style="list-style-type: none"> • To provide a smart, polite and friendly service to all customers • To be aware of all the services offered by St Aubyn Estate Holidays, as well as being able to answer broader questions (or know who to ask)
Health and safety / security	<ul style="list-style-type: none"> • To follow safe cash-handling procedures • To remain vigilant at all times • To work to safe working practices • To be aware of emergency and first aid procedures • To be vigilant for any hazards and report them immediately • To attend any necessary training courses • To be aware and understand operational procedures • To ensure all storage areas are kept clean and tidy at all times
Communication	<ul style="list-style-type: none"> • Help to check in with other staff member when lone working • To report any maintenance or cottage issues to the manager promptly • To assist guests who come to the café requiring assistance • To delegate tasks to café team members as directed by the Porthgwarra Hub Manager
Vision and values	<ul style="list-style-type: none"> • Understand and demonstrate the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives. • Lead by example and follow correct working practices
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.

- To help to train and support new/current members of staff
- To help with cottage changeovers when required
- To provide cover for Porthgwarra Hub Manager when needed, both in the café and holiday cottage changeovers
- To help with the cottage call out phone when needed