

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Front of House Supervisor	JEID	R0367
Salary Grade:	F		
Team:	Visitor Services & Operations Team		
Service Area:	Heritage & Culture Warwickshire (HCW)		
Primary Location:	Market Hall Museum, Warwick		
Political Restriction	This position is not politically restricted		
Responsible to:	Visitor Services and Operations Officer		
Responsible for:	n/a		

Role Purpose

To provide outstanding levels of customer service that consistently exceed expectations to promote visitor enjoyment and engagement and maximise commercial income.

Supervise the Front of House café and retail team to ensure the team work together to deliver a safe, secure, and welcoming environment for all visitors to Market Hall Museum, maintaining delivery of Front of House standards and commercial targets.

Deputise in the absence of the Visitor Services and Operations Officer to ensure the continuation of service opening hours and service standards.

Working on a rota basis including working weekends, evenings and bank holidays and to cover extra openings and staff absences when required.

Role Responsibilities

A) Front of House

- Day-to-day supervision of the Front of House Café and Shop at Market Hall Museum, including Visitor Services Assistants and Café and Shop Volunteers, reporting to the Visitor Services and Operations Officer.

- Supervise the Front of House team to support the delivery of commercial targets, being an ambassador for organisational standards and the promotion of WCC behaviours to ensure the team always follow daily operating standards.
- Monitor day to day operations of Market Hall Café and Shop offering on the spot instruction and coaching to the Front of House team when required.
- Ensure that Food Hygiene procedures and standards are implemented and maintained at the Market Hall Café to ensure the protection of our visitors and staff.
- Be proactive in the selling of all merchandise, activities and events offered by the organisation.
- Serve and sell food, drink, and non-food retail items (appropriate to the site context).
- Process all sales through the till and card payment systems; maintain high levels of accuracy and security with all cash handling.
- Participate in and support stock checks, ordering procedures, accepting, and checking of deliveries and dealing with any stock shortages and problems as required.
- Provide consistently high standards of visitor care and information to ensure all visitors gain maximum enjoyment and benefit from their visit.
- Respond proactively to complaints listening positively and taking actions to resolve matters immediately whenever possible.

b) Administration

- Complete weekly food orders for Market Hall Café
- Monitor café sales and expenditure to ensure stock levels are always at optimal level whilst minimising wastage
- Support the Visitor Services and Operations Officer to maintain the café folders using Food Standard Agency packs and guidelines to ensure food hygiene standards are maintained
- Complete banking and reconciliation for Market Hall Café and Shop.

c) General

- Assist in the receipt or return of artefacts/records for purposes of identification, loan or donation as required.
- Support the Visitor Services and Operations Officer with staff interviews, inductions, and training.
- To be a keyholder and take responsibility for the building, its contents and security when there are no other staff on site.
- To undertake Food Hygiene, First Aid, Fire Warden, and Evacuation Chair training during the induction period.
- Undertake other duties as commensurate with the status of the post to support effective day-to-day operations of the organisation.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Practical experience of leading, motivating or supervising a public facing customer service team	A I
Evidence of leading by example to achieve team goals within a customer facing organisation	A I
Ability to manage fluctuating workloads within a busy, public facing work environment	A I
Ability to promote sales growth and work towards commercial targets	A I
Experience of cash handling and banking	A I
Experience of retail, sales and/or café environment	A I
Evidence of outstanding customer service skills, including good communication skills	A I
Good levels of numeracy and literacy	I T
ICT skills for use of PC and other technologies on site	A T
Ability to lift and carry objects (up to 12.9Kg)	A I
Confident in working alone or as part of a team, and without constant supervision	A I
The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.	A,I

Desirable Criteria

Assessed By:

Experience of working in a heritage, cultural, tourism setting or visitor attraction General awareness of health & safety and security issues. , A I	A D
Experience of stock control or management	A I
Experience of supervising Health & Safety and security procedures within a public building	
Evidence of developing people through a coaching or mentoring approach	A I
Food Hygiene training & valid certification	A I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects X	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged standing X
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work X	<input checked="" type="checkbox"/> Manual cleaning/ domestic duties X
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input checked="" type="checkbox"/> Work involving food handling X	<input checked="" type="checkbox"/> Work with waste, refuse X
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public X
<input checked="" type="checkbox"/> Other (please specify):	Regular work with café equipment, including coffee machine, panini maker, toaster, microwave X

