

Job Description

Post Title:	Sparkle Snack Bar Supervisor
Responsible to:	Sparkle Office Manager
Location:	Serennu Children's Centre
Salary:	£11,941 per annum
Hours:	25 per week, Monday to Friday 10am to 3pm
Contract Period:	Permanent

Job Purpose

To be responsible for the day to day running of the Sparkle Snack Bar, ensuring the delivery of a high quality service to families, visitors and staff at all times. To take pride in the snack bar and promote and develop the service. To supervise and train the snack bar volunteers, ensuring that volunteers are available to assist with the café, buffets and trolley runs. To be proactive promoting Sparkle services and engaging with families and professionals.

Key Results Areas

1. To provide an excellent, friendly, quality service to families, visitors and staff.
2. To show respect and consideration to all users, regardless of any disability or learning difficulties they may have.
3. To ensure high levels of food safety and hygiene are maintained at all times and appropriate health and safety guidelines and Food Standards Agency procedures are followed.
4. To prepare and serve hot and cold consumables, including consumables for buffets and Family events, such as fun days.
5. To be creative and adventurous and develop the range of services currently offered by the Snack Bar, including themed days/weeks.
6. To ensure the cleanliness of the snack bar and seating area are maintained to a high standard at all times.
7. To be responsible for the receipt and storage of stock, managing stock levels and undertaking stock checks as directed by the Office Manager.
8. To be responsible for undertaking the shopping for consumables, as and when required.
9. To ensure accurate records are kept as required by the Office Manager.

10. To be responsible for daily cash reconciliation and the receiving, management and security of cash at all times.
11. To report any discrepancies or issues that could affect the smooth running of the Snack Bar to the Office Manager.
12. To actively promote Sparkle and the ranges of activities they deliver at the centre.
13. To maintain a professional demeanour at all times, as a representative of Sparkle.
14. To offer your time on a volunteering basis for at least two Sparkle events/fun days per year.
15. To maintain strict confidentiality related to any issues concerning the children and their families attending Serennu.
16. To attend training as required for the role, and meetings when required.
17. To train and supervise snack bar volunteers, and assist in the appointments process for volunteers.
18. To undertake any other duties, commensurate with the grade of the post, as directed by the Office Manager.

Special Conditions

This job requires a satisfactory DBS check, children barred list check and occupational health check. Two satisfactory references are also required.

The nature of the post will require a flexible approach to hours of work. There will be a requirement to attend meetings, attend events etc, which take place at evenings and on weekends. The post holder will also be required to volunteer their time for events such as Fun Days organised by Sparkle for four equivalent working days per annum.

Disclosure and Barring Check

This post will result in you having substantial contact with children. By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you are required to reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring check to include the children barred list check.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of

responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

	Essential	Desirable	Indicated by
Qualifications	<ul style="list-style-type: none"> • 2 x GCSE's or equivalent • Level 2 Food Hygiene 	<ul style="list-style-type: none"> • NVQ Level 1 in Catering & Hospitality (Food Preparation and Service) • Knowledge of first aid skills 	Application Form
Experience	<ul style="list-style-type: none"> • Experience in the preparation of Hot and Cold • Beverages in similar establishments • Experience of cash handling and till reconciliation/cashing up 	<ul style="list-style-type: none"> • Experience of stock control and wastage 	Application Form & Interviews
Knowledge	<ul style="list-style-type: none"> • Excellent understanding of Customer Care 	<ul style="list-style-type: none"> • Experience of working with families of children with disabilities / developmental difficulties • Experience of working with adults with disabilities/ developmental difficulties 	Application Form & Interviews
Professional Skills	<ul style="list-style-type: none"> • Establish good working relationships with staff and volunteers • Are polite and courteous at all times, regardless of the situation 		Application Form, Interviews & references

	<ul style="list-style-type: none"> • Ability to interact with children & young people with disabilities or developmental difficulties 		
Personal Attributes	<ul style="list-style-type: none"> • Clean, tidy, presentable and organised – setting an example to other staff members • Honest, reliable and hard working with the ability to work under pressure • Enthusiastic, friendly, happy, welcoming approach with the ability to engage with families • Excellent Communication skills • Flexible in attitude and approach to work • Show empathy, patience and understanding • Ability to work as part of a team • Full UK Driving Licence 	<ul style="list-style-type: none"> • Innovative and capable of contributing new ideas/developments to the Snack Bar area • Experience of training/supervision of staff, such that they can undertake this role with new volunteers 	Application Form, Interviews & references