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**Flair for retail and hospitality? Want to make a difference for adults with learning disabilities and other disabilities?**

**Join us!**

**Camphill Holywood –Shop/Café Supervisor**

Camphill Holywood, 8 Shore Road, Holywood, BT18 9HX

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| **Salary:** | 26k per annum, £12.55 pH, Tuesday-Saturday  |
| **Location:** | Holywood |
| **Contract Type:** | Permanent/Full Time (40H) |

Camphill Holywood is an integrated urban community that provides work and life opportunities for people with learning disabilities and/or special needs to lead independent, inclusive and meaningful lives within the wider community.

Camphill Holywood seeks a dynamic and enthusiastic supervisor who will work together with the community management team, the bakery and kitchen supervisors, our workshop assistants, volunteers and persons with disabilities to build a positive reputation for great quality produce and happy, caring customer service - helping to build our brand based on our values: Healthy, Wholesome & Community.

Plenty of energy and stamina will be important, as will a sharp eye for detail and a positive, proactive approach to getting things done. A team motivator, who is personable and who will provide service with a smile is what we look for.

The right candidate will be reliable, punctual and able to work flexibly. The successful candidate will be responsible for supervising the day-to-day business and staff within the shop/café and for fostering our ethos of inclusion, opportunity and support.

The right candidate will be someone who can be a welcoming, smiling and personable example to customers and staff, be able to work under pressure and think on your feet to solve problems and create opportunities.

**Responsibilities of Shop/Café Supervisor:**

* Support adult participants to achieve their goals, aspirations with regards to training and employment
* Organise inventory, ensure efficient rotation and management of all stock including assisting with ordering, in a timely manner
* Motivation and supervision of co-workers, both employed and volunteer and ensuring policies and procedures are adhered to at all times
* Ensuring a hygienic and safe environment that satisfies all food and health and safety regulatory requirements
* Exemplary customer service, ensure that café staff provide a warm and welcoming environment and that customer service is efficient and outstanding
* Identifying opportunities for generating income through sales of different products/in alternative venues (i.e. stalls, deliveries etc.)
* Opening and setting up and closing the shop/cafe and ensuring the shop/café is safe & secure at all times
* Attending team and staff meetings, as appropriate
* Maintaining and supervising that the cleaning rota, deep clean of café area and daily records for health and safety and hygiene are completed
* Cash handling, float management, till reconciliation and daily staff training and supervision of the till operations, maintaining till and updating prices as required
* Checking deliveries and notifying of discrepancies when applicable
* Making sure products are displayed and presented beautifully to maximise sales opportunities

**Essential criteria**

* NVQ in Catering and Hospitality, equivalent qualification, or at least 2 years’ relevant experience
* Experience of working in a catering/hospitality/retail environment
* Experience of providing excellent customer service
* Be IT literate and be able to use social media platforms to advertise and raise the profile of the café – including the use of Office 365/Microsoft office packages to maintain records
* Experience of supervising and motivating staff and diplomatically handling concerns from customers, staff and volunteers
* Possess strong written and oral communication skills
* Be able to cope well under pressure and work independently with initiative
* Willing to undergo training in key areas as well as understand and embrace the values of Camphill Communities
* The ability to motivate others
* A confident, positive and helpful attitude
* A desire to genuinely get to know our customers, building strong relationships and going ‘the extra mile’ when required
* Be able to work flexibly where required (Potential for evenings or weekend fairs)
* Full clean UK driving licence

**Desirable Criteria:**

* Barista trained
* Level 2 Food Hygiene qualification, allergen Training
* Experience of supervising volunteers
* Experience of working with people with disabilities
* Previous Supervisory experience in a Retail or similar guest facing role
* Experience of using retail EPOS (Electronic Point of Sale) systems
* Knowledgeable in Supplants and Vitamins

\*Offer of employment will be subject to satisfactory ACCESS NI check. **Shortlisting will be based on the information and evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria.**