



St Aubyn
Estates

Job Description

Job title: Porthgwarra Café and Car Park Supervisor

Line management responsibilities: Porthgwarra Café, Car Park & Loos plus associated staff “the Café and Car Park”

Reports to: Head of Land and Property

Pay and benefits: Two-year fixed term contract. Five days per week 1st February to 1st November inclusive in each year at £18,750 (pro rata); 20 days annual leave plus 8 days (in lieu of) bank holidays (pro rata)

Principal purpose of role	To manage and run the Café and Car Park plus associated staff to deliver a quality offer and grow the business. Work closely with the St Aubyn Estate Holiday Cottage lead and Housekeeper.
Area of responsibility/tasks	<p>Overview:</p> <ul style="list-style-type: none">• Manage daily operations for all Café and Car Park related activity.• Liaison with St Aubyn Estates Head of Land and Property for direction and support.• To contribute to the setting of the annual budget and to manage that budget for all operations and report upwards accordingly.• To review the offer, make recommendations for change and, if approved, implement change• To contribute ideas for marketing delivered by the Head of Marketing.• Development and training of all seasonal staff to ensure constant reinforcement of a continuous improvement culture.• To contribute in every way possible to the growth of the businesses and investigate methods to make the business more efficient. <p>Leadership</p> <ul style="list-style-type: none">• Through delegation and example, encourage teamwork and collaborative action while emphasising the importance of individual responsibility and accountability.• Lead on the ongoing recruitment, induction, training, motivation, coaching, organisation, welfare and management of all catering staff to ensure the team is a high performing team.• Ensure all staff are trained to an appropriate level for their work (e.g. minimum Level 2 Food Hygiene).• Ensure all staff paperwork is completed in an accurate and timely way as per SAE guidelines.• Be accountable for their own and their staff’s development through the appraisal process seeking out opportunities to learn new skills.• Ensure all performance objectives are met, encouraging staff to develop.• Communicate effectively and openly with your line manager and team, and all other departments to ensure that information

(including department performance updates) is disseminated and feedback received.

Café:

- To manage and run all elements of the café which includes the actual day to day delivery of service to customers.
- Take responsibility for ordering, stock control and ensure budget is achieved
- Ensure that correct cash management controls are followed.
- To produce staff rotas ensuring staffing levels are sufficient to deliver excellent customer service but within pre- agreed budgets.
- Take responsibility for the quality of the offer and make recommendations for change if it is felt there are opportunities to improve the offer.

Car Park, Loos and Porthgwarra environs:

- Deliver an efficient and effective car parking operation that delivers a pre-agreed budget.
- Ensure that the Public Loos are well maintained, clean and tidy at all times.
- Oversee the maintenance and presentation of the car park and general environs of the Cove (undertaken by contractor) in accordance with agreed standards, ensuring that all areas are a good visible representation of St Aubyn Estates.

Customer service	<ul style="list-style-type: none"> • Plan the development of the Café and Car Park business to improve the quality of the customer experience whilst maintaining high standards. • To project an efficient, capable and pleasant manner at all times. • Be smart, polite and helpful at all times. • To act as an ambassador for St Aubyn Estates
Fire, Security and Health & Safety	<ul style="list-style-type: none"> • Lead on food safety procedures for the Cafe, taking a proactive approach to food hygiene through training, management and review. • Ensure the safe use of machinery and equipment to minimise any risk of injury. • Ensure the security of cash handling and other assets at all times. • Be responsible for staff and customer safety by ensuring all staff are aware of H&S, fire evacuation and emergency procedures, arranging training/drills as necessary. • Be responsible for the compilation of risk assessments and H&S compliance • Keep records as required
Communication	<ul style="list-style-type: none"> • To maintain radio/telephone contact while on duty • To cascade information to the team from management meetings • Communicate in a timely and effective manner at all times using a broad range of media • Engage with the organisation’s social media outlets, whilst ensuring that they support St. Aubyn Estates branding. • Work with the St. Aubyn Estates marketing department on PR and media opportunities.

Vision and values	<ul style="list-style-type: none"> • Understand, demonstrate, reinforce and promote the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives.
Other	<ul style="list-style-type: none"> • Be innovative and forward thinking and take responsibility for the implementation of a resilient and comprehensive departmental strategy and budget, rigorously challenging normal ways of working and meticulously reviewing contracts and procurement to deliver efficiencies while creating consistently high service levels • Identify challenges and opportunities, developing innovative solutions and contribute to setting the strategic direction for the customer experience and commercial operations. • To always look for, develop and implement improvements • Be an advocate for St Aubyn Estates <p>Porthgwarra Café and Car Park Manager may be required to undertake other reasonable duties which are compatible with the overall scope of this appointment and, in addition, all employees are expected to work within the terms of their contract of employment and adhere to SAE policies and the Values and Behaviours</p>