

JOB DESCRIPTION

Job Title:	Café Bar Supervisor
Reports To:	Senior Café Bar Supervisor

The MAC's vision is to play its part in delivering a creative and confident society that celebrates diversity.

Our mission is to inspire and challenge everyone who experiences the MAC and that includes people who work with us; to create unforgettable experiences that change people's view of their society and their place in it; to create a space that kick starts connections between people, and between people and art; to build Belfast's reputation as one of the world's most creative cities by bringing the world's best art to our city and our best art to the world; and to reach further into society to those who live with the worst effects of inequality and division.

If you're a high-performing person inspired by our vision and mission (and are passionate about working hard to help us achieve these) we want to hear from you.

Main purpose of job:

We are looking for an experienced Café Bar Supervisor to manage the day-to-day operations of the MAC's successful café bar. A proven leader with a collaborative approach to delivering an outstanding level of customer care, you will have experience of successfully managing and developing a customer facing team.

The successful applicant will be personable and enthusiastic, with strong problem-solving skills and the ability to work in a fast-paced environment with confidence and skill. You will be responsible for ensuring that customers and visitors to the MAC receive outstanding service and quality. Excellent communication skills are crucial, along with a rigorous attention to detail. Also, you will need to effectively manage the competing demands within this busy multi-use venue.

You will also be cross-trained across all frontline roles including hires and event catering, ticket sales, ushering, distributing programs, coat check, wayfinding, general information, welcoming groups, acting as a gallery invigilator, retail sales, and other duties as assigned.

Finally, you will be passionate about the MAC and will enthusiastically embrace all elements of its unique organisational culture.

Job Responsibilities:

The Cafe Bar Supervisor will assist the Senior Café Bar Supervisor in executing the daily operations of the MAC Café Bar. You will be responsible for deploying the Café Bar staff so that they can create and maintain excellent customer service for our customers.

You will be responsible for daily cost controls as well as business processes and targets

You will be responsible for the delivery of the highest standard of customer care and all appropriate legislation, policies and procedures in relation to food safety standards, staff training and EHO requirements. Careful management of staff costs and stock control is paramount.

Café Bar Management:

- Direct line management of café bar staff. You will lead the hospitality team and will ensure the smooth and efficient delivery of all Café Bar operations. Delegation of tasks to your café team to ensure the smooth running on the shift.
- Anticipate customer and Café Bar needs by constantly evaluating environment to ensure warm and welcoming atmosphere for Café Bar customers
- Execute Café Bar operations during scheduled shift and adhere to opening and closing duties as assigned, use your daily sheets to keep your shift on track.
- Follows all Café Bar operational policies and procedures including those for cash management, stock control, health and safety and security to ensure safety and compliance of all Café Bar staff and customers.
- To be responsible for standards of cleanliness within the MAC café bar, through liaising with the MAC's contract cleaning company on a daily basis to present a pristine environment at all times
- To be responsible for all Café Bar Stock, ensuring compliance of storage and undertaking accurate stock-takes as required
- Report to the Senior Café Bar Supervisor to ensure that the MAC's bar operations meet the agreed key performance indicators (KPIs). To be proactive in maximising sales and generating revenue
- Liaise with the Senior Cafe Bar Supervisor in the delivery of all hospitality requirements and event management in relation to the MAC Café Bar. Communicate any issues which arise and contribute to problem solving.

Note: The MAC is an equal opportunities employer. The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the position.

Customer Service:

- Deliver exceptional customer experiences for all our café bar and hospitality customers including daily visitors; pre and post show audiences and corporate clients
- To provide a range of high-quality beverages and food offerings consistently for all customers, always adhering to recipe and presentation standards
- Ensure compliance of all health and safety, licensing and sanitation standards at all times. Be knowledgeable of menu items with regards to allergens and communicate these to Café Bar staff.
- Respond to customer queries, complaints and feedback within the MAC friendly tone of voice, and work with other colleagues to resolve issues and follow up with Senior Café Bar Supervisor as necessary providing the customer with a positive experience

People Management:

- Assist with new staff training by positively reinforcing successful performance and giving respectful and encouraging coaching as required. Provides feedback to Senior Café Bar Supervisor on staff performance as required
- Create a positive learning environment by communicating clear, specific and timely coaching and feedback to Café Bar staff to ensure operational excellence and improved performance
- Contribute to positive team environment and develop positive relationships with Café Bar staff by understanding and managing individual motivation and concerns
- Recognise and reinforce individual and team accomplishments and liaise with Senior Café Bar Supervisor to find new, create and efficient ways of working to improve business operations
- Act with integrity, honesty and knowledge to promote the vision, mission and culture of the MAC

Other

- To always present yourself in a professional manner and attire
- To be flexible to work a range of shifts including mornings, evenings and weekends
- Any other reasonable duties as specified by the Senior Café Bar Supervisor.

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PERSON SPECIFICATION

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Quality	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> 5 GCSEs or equivalent including English and Maths at grade C or above 	<ul style="list-style-type: none"> Qualified Barista and trainer Professional Qualification in Hospitality Certificate in Basic Food Hygiene
Experience	<ul style="list-style-type: none"> A minimum of 2 years café / bar experience A minimum of 1 year's supervisory experience in a similar role 	<ul style="list-style-type: none"> Experience in supervising in a multi-function environment Experience working in a venue
Knowledge	<ul style="list-style-type: none"> Good knowledge of coffee practices Good knowledge of food hygiene and health and safety practices 	<ul style="list-style-type: none"> Knowledge of bar and cocktail practices
Skills and behaviours	<ul style="list-style-type: none"> Proven customer care skills Attention to detail Ability to work under pressure Excellent communication skills Ability to lead a team in a fast-paced environment 	<ul style="list-style-type: none"> Coaching skills Revenue generation

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