

# Café Bar Supervisor

## Permanent

<b>Department:</b> Catering, OGGS	<b>Reporting To:</b> Food & Beverage Manager	<b>Salary:</b> £26,500 per annum
<b>Location:</b> Westminster, London	<b>Hours:</b> 40 hours per week	<b>Holiday:</b> 23 + 2 fishing days per year
<b>Date of Advertisement:</b> XX	<b>Closing Date:</b> Until position is filled	<b>Interview Date:</b> TBC

## The Organisation:

The Institution of Civil Engineers (ICE) is an international membership organisation that promotes and advances civil engineering around the world. ICE is a qualifying body, a centre for the exchange of specialist knowledge, and a provider of resources to encourage innovation and excellence in the profession worldwide. The headquarters for ICE are based in One Great George Street which doubles as an award-winning central London conference centre, event, and wedding venue.

## The Role:

High standards are the norm here at One Great George Street, both in our service standards and in how we work as one flawless team. You will take full operational responsibility of the Café Bar service, alongside the operation of the building in room service, events, conferences, and meetings within the Catering department. Reporting directly to the Food and Beverage Manager you will play a vital part in ensuring the Health and Safety of our product and our team. In short, you will be held collectively responsible for ensuring that One Great George Street lives its customer promise of “One Great Venue....One Great Standard” and of consistently offering guaranteed great service every day.

## Duties and Responsibilities:

- To operate a food and drink service for primarily the café bar in order to guarantee customer satisfaction and encourage regular visits.
- Consult with customer at the end of the service to ensure a positive result in order to contribute towards obtaining client feedback about food and service and returning business repetition.
- Planning of all logistical details concerning the delivery of primarily the café bar and secondly in the function rooms with the Assistant Managers to ensure a smooth, glitch-free customer experience and the consequent customer satisfaction.
- Conduct staff briefings and delegate tasks within the allocated pool of temporary workers to ensure operational staff have a complete understanding of menu / event details to set outstanding service standards at this level of hospitality.
- Running of café bar to the required standards to contribute towards developing and maintaining a successful business.
- To ensure compliance with new legislation concerning Food Allergens whereby systems and procedures are followed to mitigate risks of allergen poisoning, including providing adequate information on menus and appropriate food labelling where required.
- To uphold and follow alcohol licensing laws with regards to the sale of alcohol.
- Promote cordial and respectful working relationships within the workforce at all levels to help cement a strengthened team spirit.
- Pre-empt temporary workforce needs according to revenue / expenditure ratios to deliver efficient cost control.

- Provide accurate functions' beverage consumption sheets to enable accurate reporting at month-end stock takes.
- Identifies and recommends areas for standards development / service improvement so to set the right example for other members of the team.

### What we are looking for:

Our ideal team member will have held a senior supervisor / supervisor post within a Hospitality business / operational environment and be educated to NVQ/HNC or above in Hospitality / Catering management. A WSET basic wines and spirits certificate or equivalent is desirable. Training in health and hygiene and an understanding of COSHH are essential. A Basic food hygiene qualification would be the minimum accepted with any application. The successful candidate will be hard-working with a passion for great service and a commitment to customer first. A sound knowledge in all areas of front of house operations is essential as is the need to be able to cope well under pressure. You should be an effective team player, and an enthusiastic all-rounder who will enjoy the opportunity to grow and develop. There is paid overtime available with this role which will include occasional weekends and evenings.

### ICE Group benefits include:

- 25 days annual leave plus Bank Holidays (pro-rata)
- Shutdown over Christmas period
- Annual £100 allowance towards your well-being
- Discounted food from on-site Café bar
- Up to eight per cent of salary contributed to a personal pension scheme
- 24-hour employee support line
- Death in service benefit equivalent to one year's salary
- Interest free season ticket loan
- Cycle to work scheme
- Big Gym membership savings with the Gymflex scheme
- Your Rewards discount scheme

To apply please email a CV and cover letter to [buildyourfuture@ice.org.uk](mailto:buildyourfuture@ice.org.uk).

#### **General Data Protection Regulations (GDPR) 2018**

*The data collected via this application process will only be used by the ICE Group for the purpose of recruitment and for the performance of an employment contract if a job offer is made. This data will not be disclosed to any external sources without express consent unless required to do so by law. Unsuccessful applicants' data, both electronic and paper will be deleted/shredded six months from date of application. The ICE Group's Data Protection Officer is Keith Logan, Group Head of Management Information Systems who can be contacted at [Keith.Logan@ice.org.uk](mailto:Keith.Logan@ice.org.uk). Applicants have the right to complain to the ICO at <http://ico.org.uk/> if they have a concern with the way ICE are handling their data.*