## Haverhill Town Council

**JOB DESCRIPTION**

### Post Title: Zone Café Cover Team Leader

**Responsible to:** Zone Manager

**Responsible for:** Supporting activities at The Zone.

**Hours:** Varied shifts to cover sickness and holidays.

Including evening and weekend shifts to be worked

**Salary:** Whilst training and for non-Team Leader shifts: £10.90 per hour. On completion of training: £13.02 for Cover Team Leader shifts.

**Overall Responsibilities**

1. To work with the Zone Manager to provide a safe, enjoyable, and secure environment for staff and customers visiting The Zone.
2. To ensure staff are fulfilling their roles given to them by the Team Leader of the day.

## Specific Responsibilities

1.Kitchen duties:

a) Maintain a clean and tidy kitchen.

b) Maintain stock levels and re-order when necessary.

2. Supervising Play:

1. Facilitate the safe and productive use of The Zone by children and young people plus parents and carers.
2. Ensuring that Health and Safety procedures set by the Zone Manager are implemented fully and followed at all times, including reporting of incidents and accidents, however minor they may seem.
3. Check the soft play area before and after each use to ensure it is safe and clean.
4. Supervising children on the play equipment and politely prompt parents to respond to issues or act directly where appropriate.
5. To ensure the whole facility is kept to high standard of cleanliness.

3. Staffing the café kitchen

1. Provide a friendly welcome and taking food orders at the bar
2. Delivering orders promptly and courteously to the customers
3. Clearing tables through the day
4. Hosting birthday parties, ensuring everyone has fun and enjoys their visit
5. Setting up and clearing party areas
6. Cooking and preparing food in the kitchen

4. Maintaining a safe and secure environment:

1. Operating the till, answering phone calls, taking party bookings
2. Complete regular health and safety checks and maintain clear records
3. Cleaning of the whole facility, including the washrooms, kitchen and play equipment as directed.

**Other Duties**

1. Answer the phone and deal with general enquiries from members of the public
2. Accurately recording attendances, actions, events, and issues in the confidential record book provided.
3. Reporting any incidents or issues, equipment problems or concerns of risk promptly, to your manager or professional supervisor.
4. Providing a listening ear to young people.
5. Reporting safeguarding concerns promptly following the Suffolk Social Care Safeguarding Protocols as adapted for the Zone.
6. To attend meetings as required by the Management.
7. To act as a good ambassador for the Council.
8. Undertake and training as required to enable you to do a broader range of duties within your personal capability.
9. To carry out any other duties as might reasonably be required within the general orbit of responsibilities of the post,
10. Undertaking similar work for the Council elsewhere in Haverhill including at outdoor events and at the Arts Centre.

January 2024**PERSON SPECIFICATION**

# Zone Team Leader (The Zone)

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| Essential | Desirable |
| ***Qualifications*** |  |
| Ability to obtain a satisfactory disclosure from the Vetting and Barring Service, for which we will apply on behalf of the successful candidate |  |
| Good standard of spoken English | Recognised Youth or early years work qualification |
| Willingness to attend training in First Aid | First Aid qualification |
| Willingness to attend training in Food Hygiene | Food Hygiene Certificate |
| Willingness to attend Safeguarding training | Safe-Guarding Certificate |
| Willing to work towards a recognised youth or early years work qualification |  |
| ***Experience*** |  |
|  | Previous experience of working with young children or young adults |
|  | Experience in a food handling environment |
| ***Special Aptitudes*** |  |
| Aged at least 18 years old for insurance purposes. |  |
| Good personal hygiene |  |
| Clean / Smart appearance |  |
| Courteous with customers, kind and approachable when working with young children |  |
| * Empathy with young adults and the issues they face locally. * Bright, confident and friendly * Good sense of humour * Ability to operate effectively within a small team. * Ability to work under pressure in a hectic play/kitchen environment. * Punctuality, Confident, enthusiastic, reliable and self-motivated * Act in a professional manner that reflects positively on the Town Council and Haverhill Community Trust brands. * Ability to work at weekends and school holidays |  |