



JOB DESCRIPTION: CAFÉ SUPERVISOR

Hours:	Full-time, 39hrs per week
Reporting To:	Chief Executive Officer or designee
Direct Reports:	Deputy Café Supervisor, Café Workers, Volunteers
Supported By:	Reception Staff, Operations and Development Manager
Term:	Full-time permanent contract of employment.
Salary:	€40,000 - €45,000 depending on experience, after 1-years service eligibility for a 5% matched pension contribution.
Starting Date:	ASAP
Application Deadline:	12 pm noon, Thursday 15 September 2022
Interview Date:	The week commencing 03 October 2022

Overview

Founded in 1997, Outhouse is the LGBT+ community resource centre in Dublin. Our vision is of a vibrant and safe space for LGBT+ people, groups, and organisations that are inclusive of the diversity of our communities.

Our mission is to provide a safe space that facilitates and encourages the growth of services and supports the LGBT+ communities.

In all of our work, we are guided by community, equality, and partnership principles.

Before the pandemic approximately 55,000 people per year access our services that include; a drop-in service; sexual health drop-in clinic; personal development courses; peer support groups; a community café; Ireland's only queer library & theatre; office & multi-purpose meeting rooms for hire; information, referral & support services; outreach & training; activities & events.

Reporting to the CEO or designee the Café Supervisor within Outhouse is responsible for food preparation and planning and the efficient and effective running and development of the café in accordance with the organisation's operational and strategic objectives. The role holder is responsible for providing food preparation, management and oversight of the café, ensuring compliance with relevant legislation while maintaining positive relationships with all internal and external stakeholders.

Funding Restriction on Applicants

The terms of the funding secured for this role stipulate that the successful candidate for this post should generally be in receipt of a payment from the Department of Social Protection.

Key Responsibilities and Duties

Operations

- Maintaining a welcoming, safe and efficient cafe for Outhouse services users /user groups.
- Preparation of food and the provision of high standard catering for the cafe and for internal events as and when required.
- Menu development and food preparation planning that meets with the customer profile and service demands
- Engage with the marketing team to increase customer numbers.
- In conjunction with the CEO and Operations Manager contribute to the development of the Strategic plan, annual operations plan and objectives and key results (OKRs) as they apply to their service
- Increase the appeal and profile of the cafe in the wider community by building community relationships.
- Lead the on-going development of the café and the promotion of healthy eating/lifestyles.
- Plan, implement and evaluate the cafe on a regular basis in order that the cafe: continues to provide a healthy and varied menu, is run professionally and profitably, and has procedures in place to facilitate its efficient running.
- Develops a culture of actively seeking feedback from customers on a regular basis.
- Ensure that financial sustainability is achieved and maintained by reviewing supplier pricing, menu pricing and wastage.
- Ensure strict adherence to Outhouse Café Policy and Procedures.
- Maintain required records of all income and expenditure and related documentation. Undertake weekly stock-takes.
- Liaise closely with the CEO and Operations Manager to monitor café financial performance.
- Ensure the café is operated in compliance with HACCP, HSE environmental health guidelines and all Outhouse Policies and Procedures.
- Routine co-ordination of Deputy, Café CE staff and volunteers through close liaison with staff team. Check weekly figures to monitor and adjust staffing and volunteer levels. Identify and arrange appropriate training for all Café CE staff and volunteers

People Leadership and Management

- Provide management and leadership for the team of employees, CE scheme participants and volunteers.

- Provide ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Promote an environment that is conducive to the development of best practice, enhances retention and promotes good employee relations.
- Maintain a high level of staff morale, promoting good communication, team spirit and job satisfaction among members of the team. Strive to ensure that staff are accountable, responsible and have authority to work within their roles.
- Play a lead role in the recruitment and selection of staff for the centre.
- Ensure that the team are effectively supported with development of personal development plans and the implementation of appropriate performance management.

Quality, Governance and Risk Management

- In conjunction with the CEO, review and monitor the organisation's risk register.
- Develop and implement methods to receive feedback from community members, service users and from staff delivering services with the emphasis on improving the experience.
- Be responsible for the identification and control of risks to achieve effective, efficient and positive outcomes for all who use the centre.
- Ensure appropriate systems are in place for measuring quality of outcomes and effective use of resources such as objectives and key results (OKRs) / metrics.
- Other duties as may be deemed necessary to fulfil the role.

Note

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

Functional Competencies

Essential

3-5 years+ experience in the catering / hospitality sector.

HACCP trained.

Strong demonstrable experience of delivery in the areas of catering / café management.

Desirable

Qualification in a relevant discipline (food safety, catering, chef etc)

Skills working with diverse communities and individuals.

Demonstrable understanding of current issues and developments within the LGBT+ community and broader charity sector.

Behavioural Competencies

Leadership & Management

Manages performance to deliver team goals; demonstrates accountability for leading, directing, monitoring and evaluating Outhouse's services. Creates a climate in which people want to do their best. Promotes confidence and positive attitude; influences others to follow a common goal.

- Where appropriate, drives the direction and performance goals for the team, ensuring they have all the necessary information, resources, and development.
- Models excellent work practices and educates others through coaching, mentoring, and feedback.
- Takes the time to provide constructive feedback to others to help improve service delivery.

Problem Solving and Decision Making

Identifies and solves problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances.

- Makes decisions promptly and takes responsibility for decisions impacting service users/ stakeholders/ team members.
- Identifies the key issues in ambiguous, inconsistent data quickly.
- Challenges the team (positively) to find solutions.

Building and Maintaining Relationships

Builds and maintains relationships with a network of people. Recognises the two-way nature of relationships and works to develop mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.

- Drives a culture of fostering relationships with stakeholders.
- Keeps two-way communication channels open by consulting and networking with relevant bodies/ people.
- Promotes a culture of respect and trust through actions and words and by being authentic.

Person Centred

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Ensures services and service developments are service user-centric.
- Plans ahead to meet the needs of service users as part of the resource/ business planning process.
- Acts as a role model to the team in developing a service user-centric model across the team.
- Takes responsibility for ensuring that improvements are actioned and have the desired effect.
- Manages stakeholders' expectations, being realistic about the potential outcome - balances stakeholder needs with organisational needs.

Resource Management

Manages and utilises the organisation's resources most effectively to maximise the value for money proposition and to identify cost savings where possible.

- Demonstrates a commitment to the value for money proposition.
- Makes decisions based on a considered approach to the management of resources.

- Effectively manages and allocates resources within their control.
- Creates a value-for-money-based culture within their team.

Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Thinks broadly around the main issues affecting the organisation, the LGBT+ sector, and the LGBT+ community.
- Has service-specific knowledge that can inform, advise, and guide team members and other stakeholders.
- Keeps up-to-date with current developments.

Technical and Professional Expertise

Has command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.

- Promotes the development of technical and professional expertise across the team in their responsibility area.
- Is an authority/ technical expert in their own field of professional expertise.
- Keeps well informed and is aware of the latest advances in their professional field.

Key Relationships

Internal	External
CEO Operations and Development Manager Deputy Café Supervisor Café Workers and Volunteers	Suppliers Customers

Overview of Practical Arrangements

Hours and place of work

Full-time, 39 hours per week, Monday – Friday. The nature of the organisation's operations requires flexibility in the hours of work and may require occasional weekend and evening work.

Holidays

In addition to the usual public holidays, the annual leave for this position is 21 days per annum (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to privacy@outhouse.ie, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel, and no future offers of appointment will be made.

Submitting an Application

Please submit a completed application form before the **deadline for application is 12 pm noon on Thursday 15 September 2022.**

Applications should be submitted by email to vacancies@outhouse.ie

We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur the week commencing 03 October 2022 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

Candidates should note that canvassing will disqualify them.

Funding

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Rialtas na hÉireann
Government of Ireland



pobal

government supporting communities