

## **Job Description: Supervisor**

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**We can offer various terms for this position as seen below. Please specify your preferred term on e-mail when applying. Links found at bottom of document.**

- **Seasonal contract [September 9th 2024] | Full time hours**
- **Seasonal contract [September 9th 2024] | Part time hours**
- **Long term contact | Full time hours**
- **Long term contact | Part time hours**

### **Company Overview**

Minchella & Co is a renowned family run, multi-award winning manufacturer retailer of ice cream who mainly distribute their range of products through their two outlets in South Shields.

The product range consists of luxurious sundaes and hot drinks, smaller take away ice creams and hot snacks.

All food and drink is available for sit in and take away service.

'Ocean Road' parlour is located not the pedestrianised area of Ocean Road, at the cross road of mile end road and Kingstreet. This was established in 1942 - Our production facility is attached to this

'The Walkway' parlour is located on South Shields sea front, over the years has developed an excellent reputation with the local community and its wider customers base.

Minchella & Co is a seasonal business, and weather dependant. A typical season is from; September to April, off peak, open morning to late afternoon.

May to August, peak, open morning to evening. Our weekly trends are:

Monday being quietest day, gradually increasing to Sunday being our busiest.

Minchella & Co pride themselves on producing high quality ice creams, being a named sponsor of South Tyneside Events, and contributing to ethical sourcing of food and packaging.

We look forward to welcoming a new enthusiastic member of our team.

## **Locations**

### **Retail outlet**

Minchella & Co  
Sea Road  
South Shields  
Tyne & Wear  
NE33 2HT

### **Retail outlet**

Minchella & Co  
Sea Road  
South Shields  
Tyne & Wear  
NE33 2LD

### **Mobile Units**

Private events

## General

Overall, you will be responsible for the performance of staff during your shift at work. This will be achieved by monitoring and supporting; staffs performance and development, ensuring standards of customer service, housekeeping and maintenance, admin and clerical duties are kept to a high standard. We are looking for a shift leader who will take responsibility of this store during their shift and assist in maintenance and development of aspects of the company - ensuring the smooth running of its operation at this location whilst delivering excellent customer service.

Applicants must be able to recognise areas of improvements within a team and are able to develop individuals by providing positive and constructive feedback to them, in order to create a positive environment for both staff and customers.

Our company adopts a continuous improvement approach. We therefore recognise that there are always improvements that can be made to our procedures and workflows in order to make them efficient and effective. Your own input and suggestions would be welcomed, and your ability to assist in delivering new implementations would be relied upon.

The two parlours are located in South Shields;  
The Walkway, Sea Road. A popular seaside location on the coast of South Shields, in summer the parlour gets very busy.

### Ocean Road

A small cafe located in South Shields town centre. The parlours peak times are in the summer and weekend. The parlour adjoins our companies production plant where we make all of our ice creams and other foods.

The locations can transition into a fast-paced working environment quickly and sometimes with short notice. Therefore staff arrangements need to be prepared in advance and actioned if required. This ensures that customer demand is satisfied, and delivered in a sustainable approach and able to meet customers expectations. This must be managed within budget. During the day, staff shifts may need tweaking, ie started early, ending later, cancelled entirely or implementing short notice arrangements.

A large part of your job will require you to carry out sales assistant duties along side your managerial/supervisory role. The extent of these sales assistant duties vary and depend upon the customer demand and staff levels of the given shift. These duties require you work on your feet for a high percentage of your shift, which can be physically demanding.

You will need to ensure that company standards and policies are adhered to by all team members, and be responsible for the overall customers service delivery.

A smaller percentage of your time each week will be allocated to;

- Administrative duties, inventory management.
- Reviewing staff progress, support their development.
- Reviewing the parlours overall performance
- Day to day paperwork
- Conferring with management regarding current matters and/or further recommendations
- Other managerial duties

## **Responsibilities**

The overall performance the parlour/staff on the day of your shift. Ensuring a satisfactory and smooth handover to the next manager in a satisfactory manner.

### **General**

- Maintaining a positive, happy and safe environment for both staff and customers, through effective management skills
- To manage the team, leading by example, balancing delegation of tasks fairly so the work flow runs with ease and efficiently
- Managing stock levels to maximise sales whilst minimising waste
- Clerical duties, ensuring the opening and closing of the parlour.
- Being responsible for the high standards of customer service, efficiency of service, quality of products, store maintenance, safety measures and other legal compliancies are met and delivered.
- To ensure cashing up and the float for the next working day is correct

### **Staff management**

- Ensuring your team members are proficient in their role, you will need to be able to identifying areas of improvement and ensure appropriate training is delivered clearly and in a supportive manor.
- Ability to analyse areas for growth, capabilities and opportunities within your team - identifying the teams strengths, and utilising those strengths to create an efficient structure of service
- The overall teams performance, ensuring that they are encouraged to complete their duties to a high standard
- Ensuing your conduct and actions are a measure for the team to look towards
- Identifying and rectifying any conduct or performance issues appropriately
- Preparing your teams upcoming rota ensuring adequate cover relative to the demand being within budget

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- Establishing the needs and capabilities of all team members ensuring they are motivated
  - Completing tasks to the high standards expected by the company
  - Provide support to higher management with the implementation of new processes involving staff
  - To enforce the companies policies and procedures
  - Checking that all duties are complete and company standards
  - Comfortable about carrying out disciplinary procedure if required

### **Sales and profitability**

- Ensuring that customers are served efficiently
- Awareness of local events are considered when planning staff rota in order to cater for customer demand
- Parlour meets sales targets
- Waste is kept to a minimum
- Ensuring products are all available for service relative to demand, liaising with other departments regarding promotions and guest products.

### **Customer service**

- High levels of customers services are conducted by yourself and the team
- You can build a rapport with customers
- Team work to an optimal level, delivering consistent products and services and to a high standard.
- Being aware of the levels of customer service required and tailored to the needs of the individual customer
- Complaints are dealt with and recorded appropriately
- Positive reputation on social media is obtained

### **Maintenance of Parlour**

- Overall cleanliness and safety of the counter and all machinery
- Overall cleanliness and safety of the customer seating area inside and outside
- Quality control of stock and products assembled
- General safety and upkeep of the parlour
- Conduct checks and report and arrange repairs and maintenance work when required
- Issues are reported appropriately

### **Inventory**

- Ensuring that there is adequate stock in house for the upcoming trade

- Ensuring that counter is stocked and prepared for service, and replenished throughout the day
- Implementing and monitoring a waste management system
- Feeding back to purchasing regarding products performance

### **Administration duties**

- Checking all health and safety, food hygiene, fire safety and other documentation is complete and correct
- Generating reports following managerial request
- HACCP measures are followed
- That all company health and safety procedures are completed
- Enforcing company policies and procedures
- Ensuring daily takings are counted and logged correctly

### **Reports to**

General Manager

### **Qualifications and requirements**

#### **Essential Qualifications and experience:**

- Previous experience in a managerial, supervisory, team leader role
- Enthusiastic personality
- Enjoy, and are able to work in a fast-paced environment
- Previous experience in hospitality
- Worked with programs such as;
  - Word processing software such as Microsoft Word, Apple Pages
  - Spreadsheets Microsoft Excel, Apple Numbers
  - Other apps /applications
- The ability to create positive relationships and rapport with staff & customers
- Identifying areas of improvement
- Able to deliver high levels of customer service
- Pleasant natured and friendly
- Multi task, good mental agility. Having the ability to carry out your own duties, as well as motion surrounding performances of others
- Assertive
- Good organisational and leadership skills
- Motivated and excellent work ethic
- Able to listen and communicate effectively
- High standards of personal presentation
- Comfortable about working in the public eye
- Flexibility to work longer hours, weekends and bank holidays

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## Desired Qualifications

- Driving licence
- Business or management qualifications
- Previous experience in a managerial, supervisory, team leader role over 12 months
- Higher education of Level 3 or above
- Barista experience
- Personal driving licence
- Dietary and allergen awareness
- Foundation certificate in Food Safety and Health & Safety
- Qualifications relating to food preparation and work based safety, such as food hygiene, allergen awareness, health and safety, COSHH awareness, first aid training.
- Cash handling experience
- Coaching skills
- Training techniques

## Support in your role

You will be fully supported by the management team.

We provide HR support externally which is available 24/7 if you need it, and in house support and advice during normal working hours.

You will be fully supported by higher management, and relevant training will be provided to ensure this is the case.

## Perks

Free coffee at work

20% staff discount for all ice creams, food and drinks

Working patterns are flexible and negotiable

## Training

Training will be carried out by our current supervisors and management and a member of the higher management team who will deliver generic training programme's in place. These assist us to monitor performance and agree on relevant time scale's for responsibilities to be completed so that you are comfortable taking these on. We also work on an individual level and tailor the needs of specific training and personal development.

We estimate it should take approximately 2 months to be fully trained in a supervisory

## Working Hours and Pay

Indicative hourly wage of 11.60

This is a full time position, paid hourly, there is a higher volume of working hours required in the summer season.

The suggested hours of would be 35+ off peak and 45+ during peak.

Our parlours are open seven days per week

We are open bank holidays.

In off peak season, our current opening times are 10:00 - 17:00

While the opening times generally remain the same, the closing times gradually get later, stepping up towards the peak season.

During the peak season, our opening hours are 10:00 - 21:00

As previously mentioned, times are variable due to the seasonality of the business.

We do expect a certain level of flexibility in regards to shift patterns and working hours, especially during peak season. Sometimes closing times are extended given short notice. If staff levels fall short of their requirements, then you would be expected to fill the shift if appropriate cover was unable to be made. We do encourage back up preparations to be made in advance to avoid this from happening.

## Probation period

As a company we have a probation period for all employees. A supervisors probation period is 1 months.

The company reserves the right to extend or terminate the probation period at its own discretion. Further information regarding the probation period can be found in our employees handbook.

## Application

### Direct

As previously mentioned, there are various terms available for this role. Please select your preferred terms - using table below to open email and attach your CV.

Sales Assistant	Long term contact Contract end: ongoing	Seasonal Contract Contract end: 9th September 2024
Part time: Around 2-3 days per week	<a href="#">Apply</a>	<a href="#">Apply</a>
Full time: Around 5 days per week	<a href="#">Apply</a>	<a href="#">Apply</a>