



Groundwork Cheshire, Lancashire & Merseyside.

RECRUITMENT PACK

Café Supervisor

CLOSING DATE: Noon Friday 24th January

Groundwork CLM | Charity Registration number 514727
74-80 Hallgate, Wigan, WN1 1HP.
www.groundwork.org.uk
T: 01942 821 444 | E: recruitment@groundwork.org.uk



Are you ready to be part of something extraordinary?

At Groundwork, we're not just a charity – we're a movement for positive change, and we are delighted that you are interested in joining us.

Groundwork was created in the early 1980s, during a time of social and economic crisis. The world may have changed a great deal since then, but our purpose and our work has never been more relevant, as we continue to provide a beacon of hope during times of uncertainty.

Making a difference isn't just our goal, it's very the reason we exist. Imagine helping people who have become isolated to regain their confidence and get into jobs and training, or supporting families struggling with rising bills, or empowering communities to tackle climate change head-on. That's what we do at Groundwork. We are changing places and changing lives – every day.

But we can't do it alone. We need passionate individuals who share our values and our commitment to positive change. We are committed to diversity and we also believe that people with lived experience of the challenges facing the communities we serve are part of the solution. So, whether you're just starting out in your career, or looking to take your next step, we want to hear from you.

Join our growing team, where collaboration, learning, and personal growth are not just encouraged – they're celebrated. With excellent working conditions and an inclusive and supportive environment, Groundwork is more than a job; it's a journey of development, discovery and impact.

I hope this insight into Groundwork makes you excited about the opportunity to work with us and becoming part of something truly special.

A handwritten signature in black ink, reading "A. J. Darron".

Andrew Darron, Executive Director



ABOUT GROUNDWORK CLM

Groundwork is a charity working locally and nationally to transform lives in the UK's most disadvantaged communities.



Groundwork CLM is one of 15 Groundwork Trusts across England, Wales and Northern Ireland. Last year we carried out over 70 diverse projects each year. Projects that tackle climate change and help people out of fuel poverty. Projects that bring out the best in young people by helping them to improve their local area. Projects that build stronger communities by improving green space or creating jobs.

Last year, this contributed to the following outputs and outcomes.

- ✓ **More than 1900 community organisations and businesses supported**
- ✓ **Over 3,700 young people supported to learn and achieve**
- ✓ **Around 800 volunteers engaged**
- ✓ **Over 110,000 m2 of land either improved or managed and over 1500 trees planted**
- ✓ **Over 250,000 benefitting from public spaces we've improved**
- ✓ **1,600 people helped to reduce domestic energy use, water use & waste sent to landfill**



WORKING FOR GROUNDWORK CLM



VALUES

Our values inform what we do and how we do it.

We are environmentally aware and focused on communities in need.

We are knowledgeable, compassionate and work with integrity.

We provide leadership, are professional in our performance and driven to make a positive impact.

PROFESSIONAL

We are professional in our performance.

- hard working, efficient & effective
- ensuring all of our resources are used to maximise the impact of our work.

LEADERSHIP

We provide leadership and positive energy focused on helping communities to develop solutions.

INTEGRITY

We demonstrate the highest levels of integrity within our work.

- striving to build genuine partnerships that are committed to places for the long term.

MAKING AN IMPACT

We are driven to make a difference to our communities.

- we effect genuine change and we can demonstrate the impact of our work

COMPASSION

We take a person-centred approach that delivers compassionate support to those members of our community in need of our help.

KNOWLEDGE

We are knowledgeable in our field of expertise and use our creativity to develop new and innovative approaches to tackling difficult community problems.



EQUALITY AND DIVERSITY

We are fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.

We value diversity and flexibility in our workforce as we think it gives us access to a wider range of skills. We therefore strive to be an equal opportunities employer. This means that decisions concerning recruitment, promotion or any other aspect of employment will be based on the needs of the organisation and not any assumptions based on sex, race, age, disability, gender reassignment, sexual orientation, married or civil partnership status, pregnancy or maternity, religion or belief (these are known as 'protected characteristics').

This is an important commitment, which all employees are expected to share.



SAFEGUARDING

We commit to doing everything we can to ensure the safety of those involved in our projects, programmes and services. Our safeguarding team ensures that our safeguarding policy and practices are rigorously implemented and continually reviewed and improved.

Our safer recruitment practices help us to ensure that we recruit colleagues who share our high standards and expectations. All job offers are conditional on the receipt of satisfactory references. Where appropriate, we ask our workers to complete a Disclosure and Barring Service (Criminal Records Bureau) check. We are also obliged to confirm your identity and obtain proof of your right to work in the UK.

We ask all staff to undertake safeguarding training when they join us.



SUSTAINABILITY



Groundwork CLM is committed to minimising its environmental impact and promoting positive environmental behaviour among its employees, service users, suppliers and partners. Our environmental policy sets out how we will manage our assets and activities in a way that's consistent with our values and demonstrates our commitment.

The policy relates to all areas of our work and contains responsibilities for all employees.

RECRUITMENT PROCESS

CLOSING DATE: Noon Friday 24th January

To apply for this position, please submit your CV along with an Equal Opportunities and Declaration of Convictions forms which can be found here:

<https://groundwork.org.uk/about-groundwork/careers-across-groundwork>

Please return the following before the closing date:



CV

Demonstrating how your knowledge, skills, experience and values meet the requirements of the role in line with the person specification. This should also contain contact details of 2 referees, one of which should be your most recent employer if you have one. Please note referees will not be contacted unless you are successful at interview stage. Your name and any information that could be used to identify your age, gender or ethnicity will be removed by our HR team before shortlisting.



Completed Equal Opportunities Monitoring Form

This document will be removed by our HR team prior to shortlisting*



Completed Declaration of Convictions Form

This document will be removed by our HR team prior to shortlisting*

*Groundwork CLM collects this data to help ensure that there is no discrimination in employment practice with regards to appointment, access to training, and promotion. This is a condition of the GDPR under which processing of sensitive data can take place.

Please send via email to: recruitment@groundwork.org.uk

Alternatively, you can send via post to: Groundwork CLM Recruitment,
74-80 Hallgate, Wigan, WN1 1HP.

INTERVIEWS

You will be contacted shortly after the closing date with an update on the status of your application.

Interviews will take place on Thursday 30th January.

Café Supervisor

£16,309* (Full Time Equivalent £23,648)

*Based on 25 hours per week



Are You Passionate About Great Customer Service?

As Café Supervisor, you'll be leading a small team including the Café Assistant and volunteers. The Café Supervisor will be working directly with the Centre Manager. We're looking for someone who can help provide a welcome environment, work well with our existing team and have fantastic customer service skills. The café provides a welcome environment where people meet and friendships develop. Your mission is to provide tasty, healthy and affordable meals using fresh produce from our garden for our local community.

This exciting role is to work within the Café during peak hours to deliver a professional and welcoming food offer to local people. The successful individual will play a key role in ensuring the café is operated efficiently and that high levels of service are provided to our customers. Full training will be provided for the job where needed.

@TheGrange is a community centre on Grange Park in Blackpool. It's one of Groundwork's flagship programmes and provides an opportunity for local residents to learn new skills and improve their health and wellbeing. The centre has shops, a library, a cafe, a community farm and a theatre. Groundwork manages the centre and plays a key role in co-ordinating and organising events, sessions and classes for people of all ages and abilities. We are looking to appoint a Café Supervisor to supervise the day to day activities of the café with direct line management responsibility of one staff member.

For more information about Groundwork and the project please see:

<https://www.groundwork.org.uk/clm/about-groundwork-clm/groundwork-clm-current-projects/at-the-grange-new/>

Apply Today:

Join our passionate team, and together, let's make a difference, one dish at a time.

What we will offer you

- > 25 days holiday entitlement increasing with length of service, plus public holidays
- > Flexible working arrangements, depending on the needs of the role
- > Enhanced employer pension contribution (6%) increasing further with length of service
- > Cycle to Work salary sacrifice scheme
- > Employee Assistance Programme
- > Death in Service Benefit





JOB DESCRIPTION

Café Supervisor

Salary:	£16,309 per year
Hours of work:	Part-time, 25 hours per week
Pattern of work:	9:30am - 2:30pm, Monday to Friday
Location:	@TheGrange, Dinmore Avenue, Blackpool, FY3 7RW
Term:	Permanent
Responsible to:	Community Development Manager
Responsible for:	1 x Café Staff

MAIN DUTIES

As Café Supervisor your responsibilities will include:

- > To design and implement an interesting seasonal menu (using where possible Grow Blackpool produce) which meets the needs of the community and @TheGrange customers.
 - > To directly manage one café staff member including providing appropriate supervision.
 - > To lead on food cooking / preparation ensuring the food offer is of the highest quality possible.
 - > To ensure the kitchen and cafe area is set up to the required standards at all times, with Health and Safety and Food Hygiene Legislation adhered to.
 - > To order food and set up suppliers as and where needed.
 - > Taking inventory of café supplies and ordering new stock as needed.
 - > To work with the Community Development Manager to ensure the service is profitable and sustainable including totalling café daily takings using the current iZettle system.
- Any other reasonable duties as required by the Trust or by the line manager.

CHANGES TO JOB DESCRIPTIONS

Changes in duties and responsibilities usually occur naturally over time in order to respond to the needs of the role and/or service. Employees should be encouraged to share what they think is missing and should be added. Managers also need to consider if something needs to be removed or added. It is important that whatever is written is clear. As mentioned in the note only significant changes will warrant a full review.



Person Specification

(requirements of the job holder)

Assessment Method Key –

A (application form), I (interview), P (presentation), E (exercise), R (role play)

Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any specific requirements or reasonable adjustments.

	Essential (E)	Desirable (D)	Assessment Method
Experience			
Experience of preparing food in a fast-paced café or restaurant	✓		A / I
Experience of working with suppliers on a daily basis to ensure stock control is accurate	✓		A / I
Experience of delivering excellent customer service within a community food setting	✓		A / I
Experience of record keeping and providing information to managers	✓		A / I
Experience of working with diverse cultures, abilities and local sensitivities		✓	A / I
Experience of managing Health and Safety and developing risk assessments		✓	A
Knowledge			
Health, safety and food hygiene requirements for running a café ensuring appropriate checks and records	✓		A / I
An understanding of the purpose of the @TheGrange Community Centre	✓		I
An understanding of health and nutrition including planning for a menu that has seasonal local variances.		✓	A / I

	Essential (E)	Desirable (D)	Assessment Method
Knowledge of the local area and common issues faced within the local community		✓	I
Skills and Abilities			
Good communication skills and ability to relate to a wide customer base, tailoring messages to the audience	✓		I
Pro-active, highly self-motivated and confident.	✓		I
Ability to work effectively under pressure and handle changing priorities, whilst solving problems	✓		A / I
Good level of numeracy, literacy and financial management skills	✓		A / I
Education, Training & Qualifications			
Level 3 Food Hygiene certificate in Catering	✓		A
Nationally recognised catering or cooking qualification		✓	A
Recent Safeguarding training		✓	A
First Aid at work certificate		✓	A
Personal Qualities and Commitments			
A commitment to understand and follow all GCLM Core Policies in all work practices.	✓		A
Willingness and ability to support the service team out of hours, including possible evenings and weekends, as and when required.	✓		A/I
Willingness to attend departmental/trust meetings/training events as and when required.	✓		A
Able to demonstrate integrity, diplomacy and tact when met with challenging situations	✓		I
Committed to personal development	✓		I

>> How to apply

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