

Job Summary

Job Title	Shift Leader
Location	Delic!ous, main campus
Contract Type	Permanent
Salary	17,046 pro-rata
Hours	Monday – Friday
Reports To	Outlet Manager
Position(s) available	2 positions available
Reference	100028

Principle Responsibilities

- Leading a small team in a busy retail outlet
- Customer care
- Cash management to include till replenishment, open & close procedures, safe reconciliation
- Stock replenishment
- Maintain high standards
- Basic Food Safety and Health & Safety
- Deliver excellent customer service by engaging with and responding to customer's needs
- Effectively operate the Epos system
- Prepare and serve food in accordance to the food safety guidelines
- Carry out daily due diligence utilising the food safe diaries
- Stock replenishment and rotation
- Clear and clean dining areas, ensure waste is managed in the correct manner according to Outlets
- Run a shift in the absence of a team leader
- Open or close the outlet
- Maintain clean and sanitary work areas
- Operate, fill and clean coffee machines, they differ in each outlet.
- Maintain a safe working environment
- Adhere to uniform policy

Qualification, Knowledge and Experience

- Previous experience leading a team

Skills, Abilities and Competencies

- Customer focused with customer service skills
- Follow operational Procedures and Policies

If you believe you are the right person for the role, please send your CV and a cover letter to Jo Holland jm128@le.ac.uk.

You must include the reference number (above) in your cover letter. You can also direct any informal queries here.