



Employment Application Form

Café Supervisor

Please return a cover letter and completed application form to:

The CEO
Outhouse Community Resource Centre
105 Capel Street, Dublin 1
Or
vacancies@outhouse.ie

**Closing date for receipt of Cover Letter and Completed Application Form
3pm on Friday 20th May 2022.**

CV's will not be considered.

IMPORTANT

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



Job Specification

Job Title	Café Supervisor
Reporting to	CEO or designee
Location	Outhouse, 105 Capel Street, Dublin 1
Hours of Work	Full-time, 39 hours per week, days and hours will vary
Term	1-year contract, renewable subject to funding and performance
Salary	€27,780 per annum
Probation Period	6-months
Job Purpose	
Reporting to the CEO or designee the Cafe 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 cafe, ensuring compliance with relevant legislation while maintaining positive relationships with all internal and external stakeholders.	
Organisational Context	
Outhouse is a community and resource centre for LGBT+ people, their families, and friends. Our vision is of a vibrant and safe space for LGBT+ people, groups & organisations that is inclusive of the diversity within our communities. The organisation is in the process of developing its new strategic plan to guide our vision in the short and longer term.	
Key Responsibilities	
<p>Operations</p> <ul style="list-style-type: none"> ● Maintaining a welcoming, safe and efficient café 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 KPIs 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 Manage 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 Key Performance Indicators / Metrics.
- Other duties as may be deemed necessary to fulfil the role.

Qualifications / Experience

- 3-5 years+ experience in the catering / service sector
- Qualification in a relevant discipline (HACCP / Health & Safety / Catering)
- Strong demonstrable experience of delivery in the areas of catering/cafe management
- Skills working with diverse communities and individuals. (*Desirable*)
- Demonstrable understanding of current issues and developments within the LGBT+ community and broader charity sector. (*Desirable*)

Critical Competencies for the role

Leadership & Management

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

Problem Solving & 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.

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.

Person Centred

Demonstrates eagerness to understand a person's needs. Views the individual as central to the delivery of every day service through consistent understanding, tolerance, care, support and empathy.

Resource Management

Manages and utilises the organisation's resources in the most effective manner to maximise the value for money proposition and to identify costs savings where possible.

Our Sector

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

Technical & Professional Expertise

Has a 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.

**CLOSING DATE FOR RECEIPT OF COMPLETED APPLICATION FORMS: 3PM FRIDAY 20TH
MAY 2022**

- Outhouse CLG is an Equal Opportunities Employer and welcomes applications from candidates regardless of race, gender, ethnicity, family status, marital status, sexual orientation, age, disability or religious belief.
- Please complete this form in black or blue ink or type.
- CV's or similar unsolicited material will not be accepted in place of or in addition to completed application forms.
- Please read this form and any additional information carefully. Applicants will be short-listed only if they demonstrate that they meet all of the essential qualifications. If you believe you meet these, you must adequately demonstrate this in the space provided.
- We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

PERSONAL DETAILS

Surname:

Forename(s):

Title (Ms/Miss/Mrs/Mr/Other)

**Name you prefer to be known as
(if different to your first name)**

Home Address in Full:

**Address for Correspondence if
different:**

Home Tel No:

Work Tel no:

Mobile no:

Email:

EDUCATIONAL QUALIFICATIONS

Please list all qualifications obtained at secondary level:

Qualification Date	Level e.g. Junior / Leaving Certificate	Subject	Result/Grade

If appropriate – include FETAC qualifications under Further Education

Please list all qualifications obtained at Further Education Level (University, College etc)

Dates from/to	College/University etc	Subject/Course Title	Results

EMPLOYMENT HISTORY

Starting with most recent job, include all periods of employment or unemployment over the past ten years

Dates, from/to	Name and address of Employer and nature of business	Post held – state if full or part-time	Main Duties	Reason for leaving	Leaving Salary

Please explain any gaps in employment history (e.g. travel, career, breaks etc.)
Please continue on a separate sheet if necessary.

RELEVANT EXPERIENCE

Using the information contained in the application pack, please detail below any skills or experience that are particularly pertinent to the position for which you are applying including any voluntary work undertaken.

OTHER INFORMATION

Are you willing to undertake further training relevant to the post?

Yes No

If appointed, when can you commence employment?

Would you be willing to submit for Garda vetting should you be successful in the application process?

Yes No

I already have a legal right to work in Ireland

Yes No

I will require a work permit

Yes No

REFERENCES

Please provide the names and contact details of two referees. They should **not** be relatives, but may be connected to your education or training. Referees will only be contacted following a successful interview.

Referee 1

Referee 2

Name:

Name:

Relationship to you:

Relationship to you:

Position:

Position:

Address (incl organisation name)

Address (incl organisation name)

Phone and email:

Phone and email:

Declaration

I declare that the above information is true to the best of my knowledge and that I have read and understand the requirements and particulars of the appointment, which have been supplied to me.

Signed:

Date:

Please note: Only applications containing all the required information will be considered. A candidate found to have given false information or to have suppressed any material fact will be liable to disqualification or if appointed to dismissal.

