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**Job Description and Person Specification**

**Job Title:** Operations Supervisor

**Contract type:** Permanent

**Responsible to:** Operations & Logistics Manager

**Location:** Based at the Ashburton youth club, Putney

**Salary:** £21K- £25K depending on experience

**Hours:** 37.5 hours PW

Monday – Friday, needs to be flexible and available at weekends and the odd evening.

**Annual Leave:** 25days plus public holidays

**Overview:**

The Feel Good Bakery is looking to recruit a highly motivated and hardworking individual as an Operations Supervisor for this exciting social enterprise. The enterprise is owned by SW London charity, Regenerate. The enterprise is a mobile coffee shop business, training, mentoring and employing young people between 16-25 who are not in education employment and training, or have experienced disadvantage or at risk of exploitation. Also, for every sandwich or coffee sold we will also provide a meal for a child in one of our partner feeding services in Africa or Eastern Europe.

The Feel Good Bakery is entering an exciting period of growth in size and impact as part of the charity, Regenerate and this new role is to coordinate the operations of the coffee cart business. It is an exciting opportunity for an ambitious person passionate about using their skills in catering/business and in working with young people and young adults. This new project is building on the work of Regenerate to create employment opportunities for young people to thrive.

Reporting directly to the Operations and Logistic Manager for *The Feel Good Bakery*, the role will be responsible for maintaining the day to day running of the coffee carts across Wandsworth providing logistical and practical support to the coffee supervisors in their roles.

**Main Tasks and Responsibilities**

*Supervising stock*

* Supervising stock levels
* Ordering stock
* Distributing stock to different sites
* Liaising with coffee cart supervisors to manage the stock levels at different sites
* Carry out weekly stock checks and keep accurate records
* Oversee food production and preparation

*Supervision of sites*

* Maintain and develop systems and procedures to ensure the TFGB coffee shop runs efficiently and is maintained to the highest standards. Manage procedures including food hygiene (HACCP) and chemical safety (COSH).
* Report to / work with the Operations & Logistics Manager to ensure that all procedures are complied with on sites.
* Oversee Food Hygiene and Health and Safety standards at mobile units (incl. insurance)
* Work with the TFGB Operations Manager to shape ideas on new products to sell and help develop these.
* Support the establishing new mobile coffee units.
* Support on renovations for new coffee carts

*Staff Training & development for supervisors*

* Train supervisors in how to work coffee units and how to prepare products
* Organise training in food hygiene for The Feel Good Bakery team members.
* Support Operations & logistics Manager with other training for the team where necessary
* Liaise with The Feel Good Bakery Progression and wellbeing Manager in charge of the feel good bakery team development program to ensure the support and professional development of team members

**Internal Relations:**

* Feed into regular team meetings
* Meet regularly with your manager and team of TFGB supervisors to ascertain and work towards a personal development plans the TFGB team members might have.

**Relationships**

* CEO & Managing director
* Operations & Logistic Manager
* Progression and Wellbeing manager
* The Feel Good Bakery Kitchen team members
* Regenerate staff

**Discretion to Act**

Responsible to the Operations & Logistics Manager for the delivery of work as agreed within the TFGB board and management team, and in accordance with annual plan of work and Regenerate’s organisation strategy. All work must be contributing towards achieving the specified outcomes and objectives. Perform other duties as instructed by the CEO & Managing Director.

**Environment**

* Office and registered kitchen is in the heart of the Ashburton estate on the border between Roehampton /Putney London
* At specific times, working unsociable hours may be required during events, which will include some evenings and weekends.
* Work regular shifts at the different sites as needed (required availability on some weekends)

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|  | **Essential**  *(Criteria must be met if the jobs to be performed successfully)* | **Desirable** |
| **Abilities & Skills** | * Problem assessment & solving skills, attention to detail and accuracy and the ability to be flexible. * Good communication skills – written and verbal. * Excellent organisational skills, able to self-motivate, motivate others and time-manage. * Excellent interpersonal skills to build working relationships with a full range of people including staff, young people, volunteers, suppliers & donors * The ability to turn plans into practical actions. * A team player * Clean driving License |  |
| **Experience** | * Experience of working in the food industry and kitchens * Experience in assistant and supervisory roles | * Experience of working with young people * Experience of liaising with suppliers & contracts |
| **Education/Training** | * Two GCSE’s (or equivalent) at grade C or above | * Undertaken training in the food industry |
| **Knowledge** | * Sound knowledge of computers including e mail, word and excel. * Good understanding of the food/catering industry * Understanding of food safety and hygiene standards * Understanding of health & safety legislation & risk assessments |  |
| **Other** | * Supportive of the aims and purposes of Regenerate and *The Feel Good Bakery* |  |