

UKHarvest Job Description

Job Title:	Nourish Front of House Supervisor (Permanent)
Responsible to:	Nourish Hub Manager
Location:	Nourish Hub, Shepherds Bush, London
Salary:	£12.50/hour
Hours:	8 or 12 hours a week across 2 or 3 days (11:15-15:15)

Nourish Hub Background:

In 2017 the Mayor of London asked for bids from across the local authorities in London to deliver projects under the Good Growth umbrella. The London Borough of Hammersmith and Fulham was selected to deliver the Nourish Hub, on the Edward Woods Estate in Hammersmith. The hub opened in October 2021 and offers opportunities for all to nourish the mind, body, and soul. Using rescued food as a medium to empower, people are offered fresh food on a "donate as you dine" basis and provision of activities are delivered to meet local need. UKHarvest, a national food rescue and education charity, are the delivery partner enabling the coordinating activities within the Hub, delivering learning and training opportunities and providing engagement and outreach services for the local community. UKHarvest works in partnership with local communities, public bodies, private companies, and other voluntary sector organisations to support communities in need. We high quality community development, improve social cohesion and facilitate social action around nutrition and the environment.

Job Background:

Front of house supervisor is the face of our Hub, especially our Community Lunch and reports directly to the Hub Manager. They ensure the café operates smoothly Monday-Friday, ready to serve hot drinks and food to guests each day. We need an enthusiastic and organised individual who can ensure our community have a fantastic experience whilst also helping to promote our services.

The service team is made up of volunteers and success in this role will rely on the ability to successfully engage with the changing team and adapt to their individual needs. Providing support and motivation is important, to lead to a happy and healthy environment.

Main Objectives:

- Preparing and serving hot and cold beverages.
- Open the community lunch service and ensure the hub is presentable and ready to receive customers.
- Greet customers in a friendly manner and taking food and drink orders.
- Show customers the menu and take orders to the kitchen.
- Receive payments of donations ensuring the till procedures are followed correctly.
- Ensure the cafes health and safety standards are met.
- Answer in-person enquiries.
- Signpost and refer visitors to other local services.
- Manage and direct volunteers donating their time to support to hub.
- Directly support the Nourish Hub team as required.
- Assist in organising, coordinating, and delivering of other food events.

What are we looking for?

- Ability to communicate clearly with others.
- To be an effective listener.
- Reliable, honest, and punctual.
- Polite, courteous, and patient.
- To be respectful of others' differences and choices.
- Ability to maintain confidentiality.
- Ability to recognise own boundaries and the limitations of the role.
- Ability to work independently but with guidance and support.
- An interest in food and the services that the Nourish Hub provides.

- A knowledge of the local area desirable.

The successful applicant will have experience in the food or hospitality sector. A proven ability to work as a team and customer service is essential. You will care about social justice, environmental sustainability, and food waste as these are the key pillars that underpin all activities and programmes at UKHarvest.

What can you gain from this opportunity?

- You will receive an induction when you start, and we will provide you with the training you need to complete the role in Brewing equipment and Food Safety and Hygiene.
- The satisfaction of helping people improve their connection with food.
- Getting more involved in and making a real difference to your local community.
- Get involved in our work rescuing food and nourishing communities.
- Meeting new people and having opportunities to socialise with fellow volunteers and staff.
- Build your experience of working in an impactful non-for-profit organisation with sustainable practices in its core, and visitor engagement.
- Develop your skills in brewing equipment, customer service, teamwork, communication, and other key workplace skills.
- Opportunities for further involvement with the hub, including farm stands care, events, administration, education.

Other Responsibilities

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the organisation, as may reasonably be requested by the Nourish Hub Manager.
- Work with due regard for UKHarvest's core values and objectives.
- Ensure the effective implementation of and adherence to, UKHarvest's Diversity, Equal Opportunities and Health and Safety policies and procedures.

Personal and Professional Development

- Participate in UKHarvest's Performance Management and Appraisal process, and agree short, medium- and long-term goals with your manager, for events, community fundraising, and volunteers.
- Identify learning and development needs of yourself with your line manager and evaluate to demonstrate needs have been met.
- Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in UKHarvest's management team meetings.

To apply:

Email info@nourishhub.org.uk with your CV and answers to the following questions...

1. What do you know about UKHarvest and the Nourish Hub?
2. Why are you the right person for this Front of House Supervisor role? Please draw upon your experience.
3. Why is a community important and how can we strengthen our community at the Nourish Hub?

Applications close: Sunday 4th February at 12pm.