



We're a social enterprise supporting people with learning difficulties and autism into jobs with a future

Job title	Loaf Pottery Supervisor
Main Function	The successful candidate will create an engaging environment in both the Cafe and Centre which will attract people to connect with art and food, take part in the events and classes at Loaf Pottery and buy our unique line of pottery. This hands-on role will ensure we deliver a high quality café service, managing all aspects of the day to day running of the Cafe and Centre, while supporting training opportunities for local people with a range of abilities.
Location	Loaf Pottery, 14 Main Street, Crawfordsburn
Reports to	Arts Business Development Manager
Hours	37.5 per week (<i>please note that evening & weekend work is a requirement of this role</i>)
Salary scale	£21,000 per annum (fixed term contract to 31.03.19)
Benefits	22 days annual leave plus 12 statutory days (pro-rata) Holiday purchase scheme Work Life Balance Policy Access to confidential Staff Counseling & Financial Advice Service Stakeholder Pension Scheme Employers for Childcare registered Bike to Work Scheme

Mission

Supporting people with learning difficulties and autism into jobs with a future.

Vision

A society where people with learning difficulties live, work and socialize as valued citizens.



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Main Responsibilities

Duty Management

1. Manage the day to day operations of the Cafe and Centre.
2. Oversee all premise's activities, ensuring the Centre is a welcoming environment for participants, guests, tourists and local people.
3. Work in and manage all aspects of the café, ensuring it is running smoothly. This includes, food preparation and cooking, stock management, cash handling, ordering supplies and managing staff rota. This will also include preparing pizza dough, cooking pizza in a wood-burning oven, lighting the wood-burning oven and managing a cleaning schedule for this.
4. Ensure all legal, Health, Safety and environmental policies and procedures are adhered to.
5. Ensure the implementation of customer service policies and procedures across the staff team.
6. Actively work with communications team to forge NOW's reputation and profile through participation at key events, social media, and media coverage.
7. Increase awareness of our services to potential customers and promote the sale of our pottery line in house.

People and Process Management

8. Responsibility for volunteer recruitment (with assistance from Arts Business Development Manager), inductions, training and rota.
9. Line management responsibility for all centre staff (centre hosts that work in the Cafe and arts Centre) and volunteers.
10. Support on funding applications as necessary.

Health and Safety

11. Ensure the implementation and observance of Health & Safety Regulations.

Administrative Management

12. Complete weekly cashflow reports, purchase orders and banking. Manage cash handling for all tills and administration of Paypal, Ebay and Giftaid.
13. Ensure the achievement of targets & standards by complying with NOW's financial process and procedures
14. Manage budgets in relation to the Loaf Pottery Ensure office is running smoothly, ordering supplies and keeping online and offline filing up-to-date
15. Responsibility for utilities and insurances, accounts and bills – being main contact for such suppliers and working with Arts Business Development Manager to ensure all processes are followed.
16. Manage the bookings system for classes and support the management and online sale of the online pottery sales.



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Other

16. To keep pace with developments within food, arts, crafts and tourism sectors and to assist NOW in ensuring we have in place appropriate actions to maintain Quality Standards.
17. Undertake any training as deemed necessary by Senior Management and to carry out any other duties as deemed appropriate to the post by Senior Management
18. Carry out any other duties and work at other locations as may reasonably be required in the operation of the post



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Key Internal Relations

The Arts Centre Supervisor will work closely with colleagues across the organisation to ensure that employment support is relevant to the needs of the individual participant and helps them meet their training and employment goals.

- All members of the Senior Management team and their teams
- Social Enterprise Businesses (Loaf and Gauge NI)
- Marketing and Communications Team

Key External Relations

- Local Community
- Local businesses
- Tourism Contacts
- Local Council
- Arts sector bodies
- Artists and Craft Tutors
- Sponsors
- Other funding partners
- Trusts & Foundations
- Suppliers



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Personnel Specification

Essential Criteria

1. Full driving licence and access to a car (if the effects of a disability preclude an individual from holding a driving licence they should indicate how they can meet the mobility requirements of the post, i.e. the ability to get to different locations throughout Northern Ireland).
2. Ability to be flexible and adaptable as hours of work will include evenings and weekends on a regular basis.
3. A third level qualification
4. The candidate will be required to demonstrate a minimum of two year's experience in the following areas:
 - Supervisory experience managing a Café
 - Barista experience
 - Staff management experience
 - Customer engagement, relationship management with individuals;
 - Managing a budget
 - Administration

Desirable Criteria

1. Essential Food Hygiene.
2. Experience of working with adults with a learning difficulty
3. Some food preparation or cooking experience.
4. Barista experience.

Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.

Please note that employment with NOW Group may be subject to a check from the Access NI Service. For positions in regulated activity a check of the Data Barring Service (DBS) will be required. For further information please refer to the Access NI Code of Practice at: <http://www.nidirect.gov.uk/accessni>



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Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. These are displayed on the next sheet.

Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

NOW Values	Behaviours -All Staff	Behaviours -Managers
<p>Courage We challenge convention, ourselves and each other. We have the strength, willingness and determination to initiate, make things happen and to carry them through.</p>	Takes practical approach to problem solving, proposes solutions rather than presenting problems.	Demonstrates creativity and innovation in development of solutions
	Uses initiative	Has confidence to address difficult situations using effective negotiation skills with internal and external stakeholders
	Is resilient, flexible and embraces change.	Embraces organisational change and supports staff to see it through to implementation
<p>Accountability We are all champions of NOW Group. We take personal responsibility for achieving our objectives. We act with openness, integrity and trust. We ask for help, admit to our mistakes and put things right.</p>	Committed to learning and developing in work	Is accountable for team performance, setting clear but challenging objectives which stretch develop and motivate staff
	Is open and honest when things don't go to plan. Reflects on own practice to improve.	Adheres to organisational guidelines in management of contracts, funds, data and personnel
	Takes responsibility	Acts as a strong role model for team, demonstrating commitment to the organisation and its leadership
<p>Collaboration We are one company across all services and locations. We work towards a common goal through cooperation and teamwork. We are all NOW Group people and treat each other with respect regardless of status</p>	Is a strong team member, supportive of all colleagues and flexible.	Supports other teams and managers taking a corporate approach to meeting organisational objectives
	Communicates well with colleagues in other teams, shares ideas and knowledge	Communicates effectively to team to build trust and break down barriers
	Is an Ambassador for NOW and actively promotes all areas of the business.	Engages a range of customers and stakeholders using external networks to ensure organisational growth and success
<p>Impact Our services change lives. We listen to our participants*, their families and communities and use continuous improvement to deliver results. We are relentless in our pursuit of success and excellence. (<i>*also external and internal customer</i>)</p>	Looks for and suggests ways to improve own and team performance	Committed to delivering high quality services through continuous improvement of own service
	Puts the participant/customer at the heart of service delivery, delivering services that make a difference	Seeks and uses feedback from participants/customers to make improvements to service delivery
	Always delivers to highest quality	Seeks and uses relevant data to measure impact of service