

# Johns

café  
delicatessen  
bakery  
local specialities  
wine

## Supervisor – Deli & Café

**Job type:** Full time & permanent

**Hours:** 40 hours per week over 5 days to include a weekend day. Double weekend and/or 6 day week when covering colleagues during leave/ in peak seasons. Sociable hours.

**Pay:** £10.30 + tips + 19% staff discount and loyalty offers + food/drink from an agreed menu during shift breaks

**Location:** Instow

**Responsible for:** Instow front of house team in the deli, café, beach hut & pier

**Responsible to:** Store Manager

Do you relish delivering exceptional customer service, have fantastic hospitality skills and substance experience of supervising a team? Do you have a passion for food and a love for local produce? If the answer is yes to all of these, we'd like to hear from you!

**The Company:** At Johns, we believe passionately in our products, our brand and our team, and we're currently recruiting for a new member to join our management team in our award winning Instow café & deli. Johns is a well-established family run business operating for 95 years and our ethos is to deliver high quality local produce & customer service. With stores in the stunning coastal locations of both Appledore & Instow, we're a growing & inspirational business offering a full range of local & homemade local products. We consistently strive to bring new produce, events & concepts to our customers all in a relaxed and vibrant ambiance.

**The Role:** We're seeking an experienced and enthusiastic supervisor to join our fun, friendly and award-winning team in Instow. Exceptional customer service, highly experienced in a customer facing hospitality/front of house environment, evident strong leadership skills and cross/upselling produce are the core essential qualities required to deliver this role. This is a diverse position with a unique opportunity for someone dynamic to make it their own and undertake a key role in the development and growth of the business. You will supervise the deli, take-away, café, pier & beach hut leading by example with your professional and engaging approach, whilst providing and ensuring consistent delivery by the team of exceptional customer service. As a keen foodie, you will be excited by food, drink and local produce and you will inspire and motivate the team, ensuring that performance standards are achieved and that sales opportunities are maximised effectively. You will ensure that we are compliant with legislative requirements including licensing, HR, food safety & hygiene and health & safety.

As a demonstrable experienced manager in the hospitality sector, you'll have a positive approach to your work with a hunger for providing excellent standards of customer service, always going the extra mile and obtaining positive customers reviews to reflect that commitment. Accountability for outstanding customer satisfaction sits with this role.

From the outset, competently deliver a full service integrating a very busy take-away service too. You must have sound Barista skills, a passion for coffee and enjoy the buzz of creating and developing new ideas to inspire the team and customers. You have proven and recent experience in motivating and managing teams in this sector, understanding the opportunities and challenges within it.

You will maintain and build great relationships with customers and suppliers. You'll enthuse the team with your fun and pro-active approach to work and substantive motivational experience, you'll provide open, clear

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channels of communication and nurture each member whilst effectively supervising your team on a first line basis. You will encourage collaborative team working with your democratic leadership style and promote best practice, handling any issues swiftly and appropriately.

Under the leadership of the Store Manager, you will be delegated elements of stock management and an operational responsibility to enhance sales performance by achieving targets and margins with the team. Experience in data analysis is essential including the review of sales turnover, margins and profit. Highly organised with a strong business acumen, you're able to multi-task and analyse and solve problems whilst remaining composed, friendly and supportive in a fast-paced environment. Competent IT skills are essential due to the nature of e-stock management, online sales, digital customer review platforms for example.

Retail experience is preferable. You'll also need to be available to work a range of shift patterns, including weekends and be flexible in your approach to work.

**The Rewards:** In return, we offer competitive rates of pay and holiday, staff discounts, a welcoming and supportive work environment and the opportunity to be part of a multi-award winning and growing business. In addition, we provide new staff with a training program and the opportunity to work in stunning coastal locations.

**How to Apply:** If you possess the experience, passion, attitude and motivational leadership to make this role a success then we would love to hear from you. Please **submit your CV with a covering letter explaining why you would like to work with team Johns and what makes you stand out from others for this role?** Applications to be sent to [careers@johnsofinstow.co.uk](mailto:careers@johnsofinstow.co.uk) or hand in to our Instow store by 11th September 2021.

Please note if you do not hear from us within 2 weeks of the closing date, we are sorry to say that on this occasion you have been unsuccessful.