

Johns

café
delicatessen
bakery
local specialities
wine

Supervisor

Job type: Permanent

Working pattern: 40 hours over 5 days including a weekend day & increasing to cover leave. Sociable hours

Salary: £12.75 per hour + perks

Location: Appledore

Why join Team Johns? Sociable hours giving work/life balance, friendly and fun team, Real Living Wage, rewarding job, multiple perks & amazing seaside location/views in a family business since 1926!

The Perks/Benefits

- Real Living Wage Employer
- 30% staff discount
- Free food & drink during shift breaks
- Tips
- Enhanced holiday entitlement for loyalty
- Guarantee of contracted hours year round
- Welcoming and supportive work environment

The Person

- Substantive and recent experience in managing, motivating & inspiring teams in hospitality/retail
- Positive approach to your work with a hunger for providing excellent standards of customer service
- Keen foodie who is excited by food, drink and local produce
- Always going the extra mile with exceptional customer service and obtaining positive customer reviews to reflect that commitment
- Lead by example with your democratic, engaging, flexible & professional approach
- Enthuse the team with your fun and pro-active approach to work
- Enjoy the buzz of creating and developing new ideas & encourage collaborative team working
- Build & maintain great relationships with customers and suppliers
- Provide open, clear channels of communication and nurture members individually and as a team
- Highly competent in IT for stock management & customer review platforms
- Kitchen experience or willingness to learn
- Level 2 food safety certificate

The Role:

- Day to day responsibility for the team, predominantly in the delicatessen & café, to support the Manager
- Experienced and enthusiastic supervisor to join our fun, friendly and award-winning team
- Highly experienced in a customer facing and hospitality/front of house environment
- Accountability for exceptional customer service & outstanding customer satisfaction
- Strong, engaging and fair leadership to ensure that operational goals and standards are achieved
- Enhance sales performance by achieving delegated targets with the team
- Cross/upselling produce are core essential responsibilities to maximise sales opportunities effectively
- Compliance with legislative requirements including licensing, HR, food safety & hygiene and health & safety
- Analysis & problem resolution in a composed, friendly, supportive manner in a fast-paced environment
- Highly organised with time management a priority

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- Flexibility to work shift patterns and holiday cover inc double weekend/6 day week
- Diverse role with a unique opportunity for someone dynamic
- Undertake a supporting role in the development and growth of the business

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 what makes you stand out from others for this role and why you'd be the right fit for Team Johns?** Applications to be sent to careers@johnsofinstow.co.uk or handed in FAO the Appledore Store Manager by 1st September 2023.