**JOB TITLE:** Customer Service Supervisor– Hetton Lyons Country Park

**The Organisation**

Springboard is a registered charity which aims to support the development of sustainable communities, where people have the skills they need for work and life.

With over 40 years of leadership in the sector the organisation provides a wide range of training and community development programmes across the North East of England. Springboard currently has a staff complement of more than 80 and operates a wide range of employee development opportunities.

Springboard is an Investor in People, holds the Matrix Award for IAG and is a Disability Confident Employer.

**Position Summary**

The customer service supervisor role for Springboard is responsible for overseeing the Lakes Cafe during opening times and on busy event days. The person is also responsible for the opening and closing of the Springboard Adventure building based at Hetton Lyons Country Park. The person will also take the lead on centre administration. The post holder will be part of the Springboard Adventure team and full training will be given.

**Conditions of Employment**

Position: Customer Service

Responsible to: Manager John Pooley – Springboard Adventure

Salary range: £20100 - £21300

Hours: Part Time 37 Hours Per Week - Monday to Sunday

Contract Term: Non temporary

Location: Springboard Adventure – Hetton Lyons Country Park

All posts will be subject to DBS check. A copy of our Ex Offender recruitment policy and Equal Opportunities policy will be included in the recruitment pack.

The following list of duties and responsibilities must be taken as a guide and is not intended to be comprehensive.

**Key responsibilities and accountabilities**

Experience in this area is not essential as training will be provided.

* Confident in serving individuals hot drinks and snacks during cafe opening times and on event days. Monday to Sunday.
* Complete administration tasks to aid the smooth running of the centre/cafe.
* Sign in individuals and groups to use the lake and site.
* Ability to work alongside activity instructors and group leaders.
* Ability to open and close the building.
* Knowledge of current food hygiene requirements.
* Ability to complete daily safety checks for the Lakes Cafe
* Flexible approach to early starts, late finishes and weekend working.
* Ensure the operation of efficient and safe environments and perform with due regard for the health, safety and welfare of all within the guidelines of Springboard's Health and Safety Policy.
* Promote and support equality and diversity through the charity’s Equal Opportunities Policy
* Compiling rotas for the café
* Track stock levels and order replacement supplies

**PERSON SPECIFICATION**

**Essential**

* Food Hygiene Certificate.
* Ability to meet flexible working hours.
* Have an attention for detail and cleanliness.
* Travel Independently to meet the needs of the post.
* Organised with the ability to prioritise tasks using own initiative.