



Job title: Café & Shop Supervisor at the British Museum of Food – Scoop: the Wonderful World of Ice Cream

Dates: The exhibition runs 29th June - 30th September 2018

Exhibition opening hours: 12:00 - 20:00 Monday – Friday & 10:00 - 18:00 weekends

Contract type: Part-time. Ideally, Supervisor will work a minimum of 5 days/wk. Some weekend work will be necessary. Availability will be discussed at Interview stage.

Location: Gasholder, Kings Cross, London (7-minute walk from the station)

Reporting to: Operations Manager (or Operations Assistant in her absence)

Salary: £10.20/hr (8.5 worked hours / day)

Exhibition Overview

On the 300th anniversary of the first ever publication of an ice cream recipe in an English cookery book ('Mrs. Mary Eales's Receipts' published in 1718), the British Museum of Food (BMoF) presents Bompas & Parr's Scoop: the Wonderful World of Ice Cream. An immersive, engaging and multi-sensory exhibition that combines the creative studio's customary mix of bold ambition, distinct aesthetic and interpretive vigour – this is the world's first ever exhibition exploring the history, science, art and mythologies of ice-cream – and its formative place in our nation's psyche.

Our aim is to create an exciting, and entertaining environment where guests are educated about the wonderful world of ice cream through a mix of distinctive exhibition design, immersive/interactive moments and strong narrative. Guests will end their journey in a café & shop where guests can enjoy a carefully curated choice of our favourite ice creams.

Job Description Overview

Bompas & Parr creates extraordinary experiences and we are looking for the right people to join our team who are willing to go the extra-mile to provide exceptional customer service to create unforgettable moments that will make positive impact. We are looking for people who like to interact with the public and share our vision.

Operational responsibilities

- Assist the Operations Manager with day-to-day running of the café & shop
- Support the Operations Manager in ensuring that the café & shop are safe and welcoming for visitors
- Work FoH & BoH in the Café & Shop
- Maintain daily update of food safety records in accordance with Environmental Health and statutory requirements
- Maintain exceptional cleanliness throughout all areas of the café and shop
- Assist in administration for the café & shop operations
- Monitor and manage daily shop & café sales

- Ensure all stock is displayed, articulated and served as per training
- Ensure every guest is treated equally and specific visitor access requirements are catered for appropriately
- Address any public needs and respond to general enquiries
- Provide exceptional customer service through knowledge and passion of the exhibition and museum
- Inspire playful exploration and create an enjoyable atmosphere amongst visitors

Team management responsibilities

- Assist in training of new staff
- Ensure the staff comply with legislation regarding licensing law, H&S and fire safety
- Support to long-term ambition of the museum and instil this vision in staff and their approach to working at the exhibition
- Work alongside the wider team to create a distinctly modern and unique atmosphere in the shop & café at all times

Venue management

- Assist in conducting daily routine site checks to maintain a tidy, ordered and well-run shop, kitchen & FoH café area
- Assist in managing the security of the premises, in particular shop products and café stock
- Assist in daily maintenance, facilities and technical troubleshooting

Financial responsibilities

- Assist in compiling weekly financial reports for shop and café sales
- Take card payments for shop & café purchases
- Perform daily stock checks in the shop and café

Specific requirements

- Be available to work 4-5 days/wk across the 3 months including some weekends
- Due to the nature of the role, there will be some evening work. We are open to discussion about hours where more flexibility is required.

Person Specification

- Level 2 Food Safety Certification
- Having held a supervisor/managerial role in a café or restaurant previously
- We are looking for innately hospitable people with an approachable personality to engage visitors
- We are looking for team players with excellent verbal communication
- We are looking for people who are organised, professional, presentable, proactive and approachable
- You will be required to attend training at the Bompas & Parr studio in Bermondsey and on-site in June

How to apply

If you are interested in applying for this position, please email bmofoportunities@bompasandparr.com with 'BMoF Café & Shop Supervisor' in the subject heading.

Please include the following in your application:

- A copy of your current CV
- A short introduction about yourself and why you think you are suitable for the role

Interviews will be held on 29th & 30th May 2018 at Bompas & Parr's Studio in Bermondsey, South London.