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**Job Description**

**Job Title: Refreshment Service Supervisor**

**Location: HMP Fosse Way**

**Salary: £12.50 per hour**

**Hours: 25 Hours per week**

**Days: This is a 7 day per week service, role operates on shift/a rota basis.**

**PURPOSE OF THE POST**

The post-holder will work flexibly on a rota basis, to oversee the day-to-day operation of POPS’ Refreshment Service at HMP Fosse Way. The focus of the role is to; ensure the smooth running of the 7 day a week refreshment service, ensuring hot and cold refreshments are available for purchase in the prison visit hall during all social visit

**MAIN TASKS**

* Oversee the day-to-day operation of POPS’ refreshment service wat HMP Fosse Way
* Supervise POPS’ refreshment service staff and volunteers
* Compile weekly staff rotas to ensure contractual compliance.
* Complete daily and weekly cash reconciliation documents
* Ensure banking of cash in line with POPS’ cash handling policy.
* Placing and management of stock and checking off deliveries
* Carryout annual stock take
* Complete internal documentation in respect of purchase of consumable and non-consumable items e.g. purchase orders
* Complete waste returns and stock order returns by designated deadlines
* Ensure completion of necessary H&S checks to comply with Environmental Health legislation and Health & Safety Standards – Safer Food Better Business requirements.
* To be flexible i.e. work weekdays/weekends on a rota basis
* Adhere to POPS policies and procedures.
* Ensure compliance with prison policies and procedures.
* Participate in training that is considered relevant to the post.
* Undertake any other relevant duties if requested.

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**Person Specification**

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience both paid and unpaid.

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| **Criteria** | **Description** | **Value** |
| **QUALIFICATIONS** | Literate and Numerate | Essential |
| **EXPERIENCE** | Experience of using own initiative with limited supervision.  Experience of working in a customer service role  Experience of working as part of a team  Experience of handling cash; stock control and operating a till  Experience of supervising staff  Experience of working in a prison or challenging environment.  Experience of working in the Voluntary Sector. | Essential  Essential  Essential  Essential  Essential  Desirable  Desirable |
| **SKILLS AND ABILITIES** | Ability to build and develop sustainable professional relationships  Ability to communicate clearly and effectively  Ability to engage with individuals  Excellent organisational skills.  Able to work flexibly on a rota basis .  Able to use Microsoft Word, Excel and Outlook email.  Able to work effectively within a fast moving environment | Essential  Essential  Essential  Essential  Essential  Essential  Essential |
| **WORK RELATED CIRCUMSTANCES** | Adhere to POPS’ corporate clothing policy and wear POPS’ ID badge.  Demonstrate commitment to POPS’ ethos.  Hold a driving license and have access to car.  Must Undertake and pass Enhanced DBS and Full Prison Vetting | Essential  Essential  Desirable  Essential |
| **PERSONAL QUALITIES** | Empathetic and non-judgmental.  Friendly and approachable.  Confident communicator.  Adaptable, flexible;  Compassionate and understanding. | Essential  Essential  Essential  Essential  Essential |