



Enterprise Supervisor (BOLD AND BRAVE)

Job Description

Service:	<i>Finance and Enterprise</i>
Job Title:	<i>Enterprise Supervisor</i>
Reports To:	<i>Area Manager – Bold and Brave</i>
Location:	<i>All Bold and Brave locations</i>
Main Purpose of Post:	
To manage the day to day running of Bold and Brave; a youth retail enterprise by:	
<ul style="list-style-type: none">• Overseeing all aspects of Bold and Brave operation; providing customer service, ordering stock for all sites, social media advertising, organising and service at external events.• Supervising the zero hours Bold and Brave staff• Establishing strong relationships with young people, education and employment providers local businesses and other key stakeholders to support the day to day running of the Bold and Brave• Support with EPOS management, new line set up for stock and other admin tasks in both shops and cafes.• Take a lead responsibility for the Health and Safety aspect of the running of the Café and Shops to ensure the safety of customers, staff, and service users.	
Main Responsibilities and Duties:	
Enterprise Operation:	
<ul style="list-style-type: none">• Overseeing the day to day running of Bold and Brave Café and shops , including completing rotas for zero hours staff and ordering stock for premises.• Supervision of zero hours staff, volunteers and apprentices at the Café.• Providing customer service food preparation, managing the till including making sales and dealing any complaints• Responsible for ensuring all staff & volunteers comply with food hygiene standard including, record keeping, risk assessments, sickness reporting, food storage procedures, daily cleaning procedures, etc.• Organising special promotions, displays and social media posts for support with the promotion and advertising of Bold and Brave.• Working with the Area Manager to manage stock control levels;, liaising with local suppliers to ensure all premises are adequately and appropriately stocked and waste is minimised.• Supporting the finance team ensuring invoicing is correct, cash taking are banked and EPOS systems are reporting correctly• Ensuring standards for quality, customer service, food hygiene and health and safety are met.	

- Promote, organise and host external events for Bold and Brave, including pop up shop, external catering contract and other Young Somerset events where Bold and Brave is present.
- Organise, promote and manage workshop opportunities in our Bold and Brave premises to support with additional revenue streams and more employment opportunities for young people.
- Resolve health and safety, legal and security issues in liaison with the Area Manager and Premises Manager
- Carrying out risk assessments and resolving any health and safety issues, as directed by the Premises Manager.

Relationships

- Building collaborative relationships with a wide range of local stakeholders.
- Provide support to the Enterprise Manager by attending partnership and local business meetings / events to maximise the opportunities available to Bold and Brave and young people being supported by the enterprise.

Other

- Undertaken essential training for the role.
- Attend regular training and development opportunities.
- Contribute to best practice within the service.
- Reporting of safeguarding concerns, following organisational processes.
- Support with other Young Somerset events where needed.

Additional Information

The postholder must be able to demonstrate commitment and enthusiasm towards Young Somerset's four core values: Putting Young People First, Inspiring, Collaborating, Going Further.

An Enhanced DBS clearance is required as post holder will be working in close proximity to children. This post is exempt from the Rehabilitation of Offenders Acts.

The salary is £26,500 for 37 hours per week. Monday – Saturday.

Holiday entitlement is 27 days, plus 8 Bank Holidays (pro rata for part time staff), with an additional 5 days after 5 years service (pro rata for part time staff).

The postholder will be required to work a shift pattern which includes Saturdays, and occasional evenings.

Qualifications

<p>Essential</p> <ul style="list-style-type: none"> • 5 grade C GCSEs or above (or equivalent), including English and Maths • Full UK Driving License <p>Desirable</p> <ul style="list-style-type: none"> • Level 3 Retail • Level 3 Food Hygiene • Level 2 Health and Safety • Level 2 First Aid • 2 A-levels passes (or equivalent in a relevant subject e.g. Level 3 business, marketing, retail, hospitality or youth work). 																										
<p>Experience</p> <p>Essential</p> <ul style="list-style-type: none"> • Working in the hospitality sector • Work both as part of a team and self-directed • Supporting and / or mentoring young people • Use of business ICT and systems • Engaging with a wide range of agencies and stakeholders <p>Desirable</p> <ul style="list-style-type: none"> • Working with young people with mild to moderate mental health issues, social anxiety or isolation • Hospitality supervision or management, including stock control, customer service, product display and promotions. • Marketing products or events • Understanding of EPOS systems and other stock management processes 																										
<p>Required Competencies</p> <p>Please read this section alongside the Young Somerset Competency Framework. This role requires the competencies at the following levels:</p> <table border="1"> <tr> <td colspan="2">1. Leading and Deciding</td> </tr> <tr> <td>1.1 Deciding and initiating action</td> <td>Essential</td> </tr> <tr> <td>1.2 Leading and supervising staff</td> <td>Essential</td> </tr> <tr> <td colspan="2">2. Supporting and Co-operating</td> </tr> <tr> <td>2.1 Working with people</td> <td>Essential</td> </tr> <tr> <td>2.2 Adhering to principles and values</td> <td>Essential</td> </tr> <tr> <td colspan="2">3. Interacting and Presenting</td> </tr> <tr> <td>3.1 Relating and networking</td> <td>Essential</td> </tr> <tr> <td>3.2 Persuading and influencing</td> <td>Desirable</td> </tr> <tr> <td>3.3 Presenting and communicating</td> <td>Desirable</td> </tr> <tr> <td colspan="2">4. Analysing and Interpreting</td> </tr> <tr> <td>4.1 Writing and reporting</td> <td>Desirable</td> </tr> <tr> <td>4.2 Applying expertise and technology</td> <td>Desirable</td> </tr> </table>	1. Leading and Deciding		1.1 Deciding and initiating action	Essential	1.2 Leading and supervising staff	Essential	2. Supporting and Co-operating		2.1 Working with people	Essential	2.2 Adhering to principles and values	Essential	3. Interacting and Presenting		3.1 Relating and networking	Essential	3.2 Persuading and influencing	Desirable	3.3 Presenting and communicating	Desirable	4. Analysing and Interpreting		4.1 Writing and reporting	Desirable	4.2 Applying expertise and technology	Desirable
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4.3 Analysing Components	Desirable
5. Creating and Conceptualising	
5.1 Learning and researching	Essential
5.2 Creating and innovating	Desirable
5.3 Formulating strategies and concepts	Less relevant
6. Organising and Executing	
6.1 Planning and organising	Essential
6.2 Developing results and meeting customer expectations	Essential
6.3 Following instructions and procedures	Essential
7. Adapting and Coping	
7.1 Adapting and responding to change	Essential
7.2 Coping with pressures and setbacks	Essential
8. Enterprising and Performing	
8.1 Achieving personal work goals and objectives	Essential
8.2 Entrepreneurial and commercial thinking	Desirable