

Role Profile

- Job Title:** Real Immersive Cafe & Events Supervisor
- Location:** Devonport Market Hall (working flexibly across Real Ideas sites)
- Hours:** 35 hours, normally worked Wed–Sun, including evenings, to be worked flexibly to suit the needs of the business.
- Salary:** Starting from £23,660 depending on experience

About Real Ideas

Real Ideas Group works to solve problems and create opportunities that regenerate communities and support individuals to progress and flourish. The Group is made up of five business units, each leading and growing a specific area of practice – Immersive; Arts and Making; Nature and Neighbourhoods; Pathways and Badge Nation. All are linked by our shared values and continuing commitment to social enterprise.

Immersive

This role is part of Immersive, which is focused on enabling the Market Hall to realise its potential as a world class immersive centre providing specialist facilities, space, activities and opportunities to engage people with the potential of immersive technologies, supporting them to develop skills, make content and sell products, growing businesses and creative careers. Immersive will be a lynchpin in the Far SW Immersive Cluster, a key player in the local ecology and is looking to develop related immersive facilities at Liskeard Library.

Job Purpose

Part of the Real Immersive team, the Real Immersive Cafe & Events Supervisor has day-to-day responsibility for the café and team of Customer Experience Hosts who are the first point of contact for everyone who uses the Market Hall. You will play a vital role in ensuring everyone receives an amazing customer experience, and excellent service and is welcomed with a smile.

You will be handling ordering and inventory, creating work schedules, training staff, ensuring, and maintaining the highest possible health and safety and food and hygiene standards, and tracking financial records to increase profitability.

Main Duties & Responsibilities

- Day-to-day shift supervision of the Customer Experience Hosts at the Market Hall, ensuring they provide a cheerful welcome, and excellent, prompt, and efficient service that encourages customers to keep coming back.
- Working with and providing day-to-day oversight of a range of key tasks, including welcoming visitors to our spaces, checking tickets, running the café and dome screenings, and supporting events.
- Responsibility for regular stock takes, ordering stock, stock rotation and making sure the team receive and manages deliveries well.
- Responsibility for ensuring all Immersive Customer Experience Hosts are effectively café trained, following SFBB procedures and have completed all required training using our systems.
- Produce and maintain rotas for Immersive hosts scheduled around upcoming events
- Responsibility for budgeting and processing cafe invoices on our systems, monitoring costs and working towards sales targets.
- Ensure areas across the Market Hall are kept tidy, clean, and well-organised at all times.
- Ensure the Market Hall is alarmed, locked and secure at the end of every shift.
- Support event/experience delivery and facilitation including set up, take down and serving refreshments.
- Manage expenditure, and wastage, including portion control & menu consistency and quality and use-by dates to ensure profitability.
- Working with the Immersive team to assist Dome screening content scheduling.
- Cover Customer Experience Host duties when required including serving customers, making food and drinks and cleaning the café.
- Actively identify, communicate and where appropriate, seek to resolve issues raised by customers.
- Ensure you and those you work with can answer general enquiries from visitors and members about Market Hall, our events and activities and the values and activities of the rest of the Real Ideas group.
- Receive directions from the Real Ideas team, particularly the Immersive Venue & Events Lead.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and our programme to provide more value for customers and members.
- To adhere to and uphold Real Ideas' social purpose, strategic aims, and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.

- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the Company immediately of any circumstance that affects this.
- To use all Real Ideas reporting and other systems proactively and effectively.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and consultation with the post-holder.

Scroll down to view the Person Specification...



Person Specification

Our values: How we behave

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, and tenacious and enjoy the challenges of working as part of a multidisciplinary team. In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their faces.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	Level 3 Food Hygiene or Food Handling qualification (desirable, not essential, training will be given)	Application/ Interview
	L2 (or equivalent) Numeracy & Literacy	
Behaviours	Adaptability Looking at your ability to adapt to change.	Application/ Interview
	Culture Fit Do you share our beliefs/values and bring about diversity within Real Ideas?	Application/ Interview

	Collaboration Can you collaborate effectively and work well with others?	Application/ Interview
	Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	Application/ Interview
	Prioritisation Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively?	Application/ Interview
	Digital Technology Do you commit to adopting and using digital technology effectively to help solve problems and add value to the work of Real Ideas?	Application/ Interview
Experience	<ul style="list-style-type: none">• Providing amazing customer experience• Supervising shifts or managing teams• Working in a public-facing or retail/front-of-house/public gallery environment• Serving food and refreshments• Using systems to order and rotate stock• Cash handling and processing card payments• Use of electronic tills/cash register	Application/ Interview
Knowledge	<ul style="list-style-type: none">• Working knowledge of Health & Safety and Data Protection legislation• Basic food hygiene	Application/ Interview
Skills	<ul style="list-style-type: none">• Friendly, approachable, able, and willing to work with a smile.• Ability to communicate effectively.• Ability to multitask with a willingness to help and get stuck in• Proficient in the use of IT• Close attention to detail• High standards of personal and food hygiene• Willingness to learn and try new ideas.	Application/ Interview

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- Ability to follow instructions.
- Determination and grit

Other

- Heart for great customer experience
- Strong commitment to diversity, equity & inclusion with a good knowledge and understanding of how discrimination works and wants to work in an environment that challenges this.

Application