

Job Description Shift Leader

Shift leaders at Pizzarova are a crucial role in supporting the managers in achieving the aims of the restaurant both in their actions and attitude. Shift leaders are considered an extension of the management team.

An awareness of the standards inside and out is key, and having a passion for every customer to enjoy their experience with us, as well as ensuring other team members do to. Shift leaders do exactly that, lead elements of the service whether it is prep, pizzeria or front of house. They have a distinct responsibility, ownership and accountability to that of team members, and will be expected to work with the managers to delegate. In some instances a shift leader will run a lunch or evening shift in the absence of a manager or assistant manager if necessary.

The shift leader role is closer to a team member role than management, and the same level of maturity will be expected at that level.

Key Responsibilities

- Holding team members accountable to the standards and communicate when those standards aren't being met.
- Encourage and praise team members when they are doing good work, which is just as important as telling people when standards aren't met.
- Be a champion of the standards at Pizzarova, bring energy enthusiasm and hard work to every element of your job to act as an example for your staff.
- Be responsible for writing prep lists, and daily ordering using par levels.
- You will regularly run pre and post service shifts (10am - 12pm, 9pm - 11pm) in the absence of a manager, using trail checklists for opening and closing.
- Will be involved in the training and development of team members in line with their development goals.
- Will run certain elements of shifts alongside the manager (prep, front of house, pizzeria).
- Working in a safe and hygienic way and ensure others are doing the same.
- Resolving customer feedback/complaints on shift and feeding back to manager if required.
- Drive the importance and passion for making good pizzas, don't be afraid to call others up out for deviation in standards.



SHIFT LEADER - NEW VERSION

About Us

We make sourdough pizza, using fresh local ingredients, made by people with passion for what they do and who they serve. We started life in the back of a Landrover Defender in 2013 selling pizzas at festivals, markets and local towns across Somerset. We now serve our fresh and fast handmade sourdough pizzas from four locations in Bristol, and have an expanding events side of the business.

An ethos of loyalty, commitment and hard work compliments a wicked sense of humour, and a love for what we do running through all areas of our business. Looking after our team is key, and in turn, you look after our customers.

The Role

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Responsibilities

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What We Are Looking For

- Passion for making people happy, building a positive, energetic environment, and creating amazing pizzas every time.
- Experience in hospitality (at least 2 years preferred) or customer-facing roles.
- Previous kitchen experience is not required, as full training is provided, but a willingness to learn is essential.
- High energy, positive attitude, and ability to work in a fast-paced environment.

Job Type: Full-Time

Pay: £13.00-£13.50 per hour

Expected hours: 35 per week

Additional Pay: Tips