

# Café Supervisor

## Job Description and Person Specification

John Wesley's New Room is the oldest Methodist building in the world, dating from 1739, and is open throughout the year as a Methodist Heritage site, visitor attraction and space for learning, reflection, enjoyment, and hospitality. The heritage site consists of a museum, chapel, and visitor centre with the café at its heart. We are looking for an enthusiastic, dedicated individual who is passionate about good food and customer service to join our small cafe team.

**Contracted Hours:** 40 hours per week. Tuesday-Saturday.

The café is open six days a week, Monday to Saturday 10am to 4pm. Café Supervisor usual working pattern is Tuesday-Saturday, with flexibility required including evening working.

**Contract Type:** Permanent.

**Salary:** £23,000 p.a., with 6% employer matched pension contribution.

**Holiday entitlement:** 25 days p.a.

**Location:** 36 The Horsefair, Bristol, BS1 3JE.

**Reports to:** Catering Manager.

**Application process:** Send CV to [cafe@newroombristol.org.uk](mailto:cafe@newroombristol.org.uk)

**Deadline:** Wednesday 6 December 2023, midday.

Interviews will take place on Monday 11 December & Tuesday 12 December.

### Role Summary

You will be part of a team that ensures a consistent and welcoming introduction to customers and so you will need to be passionate about creating a positive environment which meets the needs of all visitors to the heritage site. The cafe is run by the Catering Manager who is supported in that role by the Café Supervisor, two PT General Assistants and café volunteers.

On days that you are responsible for managing the café, there must be a delivery of excellent customer service across all aspects of the retail operation. This includes leading and running the café and being responsible for actively promoting the delivery of responsive and innovative services to ensure that customers' needs are met, and expectations exceeded.

Your responsibilities will include:

- Overseeing the day-to-day operations of the café, ensuring smooth and efficient service.

- Ensuring a consistent and welcoming introduction for customers to the café and visitors to the heritage site, promoting food services and wider heritage site events and activities.
- Line managing and supervising the general assistants and working with the network of volunteers to support delivery in the café.
- Collaboration with the wider staff team and volunteers to ensure team support needs are met, monitored, and evaluated.
- Light food preparation and barista tasks.
- Ensuring compliance with food safety and hygiene regulations.
- Maintaining a clean and organised café environment.
- Handling customer enquiries, complaints, and feedback in a professional, timely manner.
- Outstanding customer service with the ability to grow the commercial side of the operation.

Above all, you need to be approachable and people-focused with a passion for creating a positive environment which meets the needs of customers.

## **Person specification**

Essential experience and skills required:

- Recognised food management qualifications.
- Previous experience managing a café and/or hospitality service.
- Strong customer service based approach with exceptional customer service skills.
- Ability to encourage collaboration and innovation.
- Ability to resolve conflict constructively.
- Strong decision making and problem-solving skills.
- Commercial acumen and proven, demonstrable success in a fast-paced environment.
- Ability to set and maintain the highest professional service standards.
- Expertise in building and managing effective relationships with customers and staff, including volunteers.
- Experience of training and managing volunteers.
- Ability to develop and promote a wide range of food choices to existing and prospective customers.
- Experience conducting food service reviews and monitoring of service levels.
- Understanding of waste management and processes.
- Ability to work flexible hours.
- Good level of IT skills (Microsoft Word, Excel, Outlook, and social media).
- Sympathetic to the ethos of John Wesley's New Room and the Methodist Church.

Due to the nature of this post, the appointment is subject to a satisfactory criminal record check from the Disclosure and Barring Service in England and Wales.