

Café Supervisor

St Mary with St Leonard, Newark

JOB PROFILE	
Title:	Café Supervisor
Reports to:	Operations Manager
Location:	St Mary Magdalene Church, Church Walk, Newark, NG24 1JS
Basis of employment:	37.5 hours per week
DBS check required? (Yes/No)	Yes (Enhanced)
Date written/updated	October 2025

PURPOSES OF ROLE
A role for a committed and efficient provider of hospitality in a new café environment in a lively market town parish church.

MAIN RESPONSIBILITIES
<p>The supervisor will:</p> <ul style="list-style-type: none"> • Provide a warm and friendly welcome to all visitors to the church • Serve customers in a pleasant and courteous manner • Ensure the coffee bar environment is clean, tidy and welcoming • Check that customers' orders have been correctly and timely delivered and charged for • Ensure volunteers are recruited, trained and capable of carrying out their duties • Maintain a volunteer rota • Undertake the preparation of food and beverages served in the coffee bar • Maintain stock control, ensuring that all food is within its "eat by" date • Order stock ensuring that there is little wasted/thrown away • Clear tables and wash up/load the dishwasher • Ensure that there is always an adequate supply of cleansing products • Operate the till, balancing it daily • Ensure there is always sufficient change in the till • Report any maintenance issues to either an Operations Manager, a Church Warden or the Verger • Comply fully with any risk assessments • Maintain such records as are reasonably required • Ensure that all food preparation and serving areas, as well as customer tables, are cleansed in accordance with Health and Safety Regulations and Guidance • Assist in the promotion of the church and coffee bar • Keep records regarding cleaning and temperatures • Adhere to current hygiene legislation as set out in "Safer Food Better Business" a copy of which is kept in the coffee bar • Read and adhere to the Church's code of safer working practice • Comply with the Church's Eco requirements which aim to achieve the Gold Award.

ROLE DIMENSIONS	
Budget management	Café budget only
People management	Line management of volunteers in partnership with the Operations Manager
Key relationships	Operations Manager Rector Curate Wardens Youth & Contemporary Worship Leader Heritage Interpretation and Visitor Experience Manager Children & Families Worker Director of Music Administrator Verger PCC

PERSON SPECIFICATION		
	Essential	Desirable
Personal Characteristics	<p>Friendly and professional with the ability to create a welcoming environment to customers and always maintain composure and courtesy.</p> <p>Empathetic and approachable, but also able to bring challenge where appropriate, particularly in relation to managing people</p>	
Competencies and Skills	<p>Strong customer service skills with a positive, "can-do" attitude</p> <p>Excellent organisational skills</p> <p>Strong communicator, both verbally and in writing</p> <p>Ability to work as part of a team, able to manage, support and bring out the best in volunteers.</p> <p>High attention to detail</p> <p>Competent user of word processing, spreadsheet and presentation software.</p>	IT/practical knowledge & skills

Qualification and Experience	<p>Level 2 (Grade 4/C or above) or above in Maths and English</p> <p>Food Hygiene Level 2, or willingness to undertake training</p> <p>Experience in working in a food and hospitality setting</p> <p>Proven experience in a supervisory or leadership role within a café, restaurant, or similar food service environment</p> <p>Experience of managing others including volunteers</p> <p>Experience with POS systems.</p>	<p>Level 2 or above qualification in Food and Hospitality</p> <p>Experience of budget management and/or financial record-keeping.</p>
Knowledge and Understanding	<p>A good understanding of food safety, hygiene, and health regulations</p> <p>Understand and implement health and safety regulations to ensure a safe environment for staff, volunteers and customers.</p> <p>Know how to manage stock, including stock rotation and ordering, and be able to manage cash handling and daily takings</p> <p>Good understanding of the principles of Safeguarding of Children and Vulnerable Adults.</p>	
Special Requirements	<p>Willing and able to work flexibly, recognising that Church life does not fit normal office hours. You can expect to work some evenings and weekends and to attend and participate in meetings/events.</p>	

TERMS OF EMPLOYMENT

Work pattern	<p>Standard working hours are 37.5 hours per week, Tuesday-Saturday (09:00-17:00). Flexible working may be necessary, especially on some evenings, according to the needs of the role and responsibilities.</p> <p>The role holder will need to be flexible to work on certain key dates within the church calendar, including:</p> <ul style="list-style-type: none"> • Sunday Services • Christmas & Easter services
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	Where additional hours are required for such events, these can be reclaimed as TOIL.
Statement of faith	St Mary's with St Leonard's is an Anglican Christian church. Although there is not an occupational requirement for the postholder to be a practicing Christian, they are expected to be sympathetic with the values of the Church of England recognizing that they are an ambassador for the church by the nature of the role.
Salary	The annual salary is £31,200. An employer's contribution of 5% towards pension will also be made.
Holiday	28 days holiday per annum, plus 8 bank holidays (some bank holidays will be working days – days off can be taken in lieu)
Probationary Period	6 months
Contract Length	Open-ended