



Role Description

Job	Café Supervisor		
Reports to	Café Manager		
Contract Type	37.5 hrs per week	Salary	£21,500
Work pattern	Normal working hours 9am - 5pm, 5 days a week, including weekends. Occasional other hours in advance. Current café opening times are 10am – 4pm, 7 days a week (with extended hours for events)		

Arnos Vale is a special place, which people love to visit, a fascinating site, full of memories, history, nature, wellbeing and busy with events. On any day of the week, the site can attract many visitors for several reasons: from those visiting a family grave, to others who want to explore the history of Bristol, or just relax in nature. The cemetery is 45 acres of free-to-enter green space. We carry out a range of commercial activity including weddings, tours, wakes and film nights. We have a gift shop, venues for hire and a café with outside patio. As a charity, all our income is used to protect and enhance this special place.

As a historical and environmental based charity, we are encouraging thoughts and actions about environmental sustainability. We would like to hear your ideas about how what we could do in the café.

Our Values are Community, Conservation, Compassion and Collaboration

These are a strong set of values that inform everything we do and we're looking for someone who is aligned with them. As our Cafe Supervisor, you'll love a challenge and getting involved in making our café a real success.

We're a small team, so we all help each other out and regularly need to react to changes to ensure that the site operates efficiently and safely. You will work in our café to ensure it runs smoothly and exceed our visitors' expectations. This is a new role, so we are looking for someone who is motivated to help this special charity to thrive.

The Role

The role is hands on working within our small team, you'll work with our Café Manager, Café Assistants, and the Front of House team to provide delicious food and drinks to our visitors. You'll be responsible for running the café on days that the Manager is not working. This is a busy role, so you'll need to be enthusiastic and proactive with a positive approach. You'll be an excellent communicator and love creating a warm welcome.

Responsibilities

- Support the manager in the day to day running of the café
- Cover the manager's time off

- Build great team spirit
- Support the manager in ordering products, bringing new ideas and maintaining great supplier relationships, staff training and mentoring, maintaining extremely high Health, Safety and Food Hygiene Standards, running smooth shifts
- Lead by example and constantly striving to provide the best customer service

Person Specification:

Criteria	Essential	Desirable
<p><u>Experience and qualifications</u></p> <ul style="list-style-type: none"> • Experience of working in a busy cafe environment • First Aid knowledge 	<p>✓</p>	<p>✓</p>
<p><u>Skills & Attributes</u></p> <ul style="list-style-type: none"> • Energetic & enthusiastic • Reliable • Able to lead a small team, positively and pro-actively, building effective relationships • Able to communicate effectively, both verbal and written, with a confident telephone manner • Flexible and adaptable • A passion for excellent customer service • Able to plan, manage time and prioritise workload, with good attention to detail • Highly self-motivated and able to work autonomously and in a team • Good problem-solving skills and ability to take initiative • Work collaboratively to achieve results • Commitment to our values 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><u>Circumstances & Working Conditions</u></p> <ul style="list-style-type: none"> • Willingness to undertake cleaning duties • Willingness to work unsocial hours • Happy to work in a cemetery 	<p>✓</p> <p>✓</p> <p>✓</p>	

We believe in celebrating people's differences. So regardless of your background or personal characteristics, if you are great at what you do, we want to hear from you.

The Benefits

We offer all our employees a wide range of benefits including:

- An enhanced contributory pension scheme
- 25 days annual leave plus Bank Holidays (increasing year on year after 5 years' service up to 30 days)
- Learning and development
- Wellbeing initiatives
- Workspace within walking distance of Bristol train station, free onsite parking
- Free tours of the site and a whole lot more!

How to apply

Please send us your CV, a covering letter explaining your suitability for the role (no more than one page) and complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send to bookings@arnosvale.org.uk

If you'd like more information, please email Adela on bookings@arnosvale.org.uk or call on 0117 971 9117 (ext 205)

Deadline for applications is **Wed 24th Nov 2021**

Potential interview date is **Mon 29th Nov 2021**