



Job	Café Team Lead		
Reports to	Café & Hospitality Manager		
Contract Type	21 hrs per week	Salary	£23,500 pro-rata
Work pattern	Normal working hours 9.00am-4.30pm		

Who we are

Arnos Vale is an uplifting site of culture, history and nature, with 45 acres of green space within the heart of Bristol. We have a gift shop, venues for hire and café, hosting a range of events including weddings, wakes, film nights and theatre. As a charity, all our income is used to protect and enhance this special place. Arnos Vale is a beautiful place with community, conservation, compassion, collaboration at its core.



About the role

This is an exciting opportunity to lead the team of café assistants to develop and expand the offer in our café. We are looking for a passionate and creative professional, with enthusiasm for all things food and community. We would especially like to hear from people with a passion for sustainability, with experience in leading a team to deliver a unique and exceptional café offer.

This is a hands-on role, taking the lead on the café floor to supervise, support and mentor the team in delivering the day to day. You will be confident leading a team, with strong communication skills and lead by example to create a warm welcome for our community. You will be enthusiastic about contributing ideas to develop a menu offer that is in line with our values.

Our cafe opens 7 days a week, including weekends and bank holidays. The work pattern would be alternate weekends and weekdays. This would be tag-teamed with the other Team Lead. There would also be potential to do additional shifts to cover annual leave of others. Week A: Wed- Wed 9:00 -16:30 week B: Fri - Sun 9:00 -16:30

Who we're looking for

- ✓ Someone who shares our love of nature, conservation and history
- ✓ Has a passion for food and food sustainability
- ✓ An approachable person who enjoys working with people and leading a team
- ✓ Self-motivated, able to problem solve and take initiative
- ✓ Organised, efficient with good attention to detail
- ✓ Committed to our values and happy to work in a cemetery

Responsibilities of the role

- Supervise, motivate and support the cafe team day to day.
- Lead by example to provide exceptional customer service and create a welcoming and safe place for customers.
- Assist manager in developing and delivering a food offer that is in line with Arnos Vale's values.
- Supervise the café assistants through daily Briefings and training as needed.
- Maintain the food stores and chillers in a systemized, organised and safe way.
- Ensure good kitchen working practice of all the café assistants and ensure safety procedures are followed for a high standard of food hygiene and safety.
- Supervise food prep and lead on preparing quality food offers ensuring high standards of presentation.
- Maintain health and safety documents, Completing daily/weekly checks and tasks for kitchen, café and equipment and daily temperature check records.
- Ensure checklists and cleaning duties are completed by the café assistants.
- Assist Manager with keeping allergen information up to date and briefing the team on any changes.
- Report health and safety issues and customer feedback, whilst ensuring any customer complaints are dealt with in an appropriate way.
- Support the manager to order ingredients or stock, process deliveries and update back-office program (Goodtill/ Sumup).
- Assist manager with menu ideas, cost planning menus and developing systems for menu prep.
- Supervise event catering setups and bar provision for our events offer.
- Cover occasional cafe bar supervising for events for both kiosk and main bar as needed (shifts agreed in advance)
- Assist Manager with café assistant rotas, liaise with team to ensure shifts are covered.
- Assist with monthly stock take, stock rotation.
- Open & close the till.
- Key holding duties.
- Attend training and meeting with the wider Arnos Vale team as needed.
- Support the Café Manager and carry out any other duties as required by the CEO and the organisation.

Person Specification

Essential

- Food Hygiene Certificate Level 1 or 2
- Experience of working in a commercial kitchen
- Demonstrate knowledge of safe kitchen practices and food safety methods
- Experience of working in a busy café or similar environment
- Experienced in supervising and training a team
- Willingness to work weekends and occasional evening

Desirable

- Barista qualification
- NVQ in Catering Management and/or Food Preparation
- Understanding of premises licensing, challenge 21 policy

The Benefits

We are a small and welcoming team, offering employees a range of benefits including:

- A contributory pension scheme
- Life cover and employee assistance programme
- 25 days annual leave (pro rata) plus Bank Holidays (increasing year on year after 5 years' service up to 30 days)
- Support in 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 and a supporting letter relevant to the personal specification and responsibilities of the role. Alternatively, you can submit short video. Complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send to bookings@arnosvale.org.uk