



JOB DESCRIPTION

Job Title:	Weekend Café Supervisor
Responsible to:	Café Kitchen Manager
Responsible for	Supervising Assistants
Operational Area:	Sussex and Surrey
Location:	Hastings Country Park Nature Reserve
Date:	April 2026

JOB SUMMARY

The Bale House Cafe is a small, but very busy destination café located within Hastings Country Park Nature Reserve known for its outstanding views, beauty and rare flora and fauna. The Bale House is the first public straw bale building constructed in Hastings and provides an exciting facility for visitors to the park to find out about this special landscape, for school visits, activities and family events and where visitors find information about the reserve, its geology, habitats, species that live there, and heritage all in one place. Whether for eating, meeting, walking or learning The Bale House is a place for everyone, with things to discover every day.

This post will work closely with the Café Kitchen Manager to manage and develop a vibrant community café within the The Bale House Visitor Centre at Hastings Country Park Nature Reserve providing a comfortable, welcoming and inclusive meeting place for residents and visitors to enjoy good quality refreshments. You will supervise and lead the team of café assistants to ensure the smooth running of the café including managing rotas, absence and providing feedback in the absence of the manager.

You will ensure that the cafe provides quality food and beverages relevant to the requirements and backgrounds of the café users and local community while also developing a welcoming and efficient environment for all those using the café.

MAIN DUTIES

KEY AREA: CAFÉ DELIVERY

- To lead by example in providing a welcoming front of house service to customers
 - To ensure the efficient preparation and service of food and beverage products
 - To drive sales while monitoring and controlling resources daily to minimise waste and maximise efficiency and profit
 - To assist with ordering stock and managing stock rotation efficiently.
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- To identify opportunities to increase income by delivering innovation using customer and team feedback

KEY AREA: FOOD PREPARATION

- To maintain consistent high standards of presentation for food and drink products
- To plan, prepare and serve hot and cold meals, cakes, buffets, party food and refreshments in the café
- Ensure that the food safety procedures are followed at all times by both staff and volunteers on duty.
- Assist the Café Manager in developing seasonal menus to maintain customer engagement
- To ensure that all the café areas both inside and outside are kept clean, tidy and welcoming at all times.

KEY AREA: TEAM SUPERVISION

- To supervise staff on duty to ensure compliance with all legislation, food and hygiene regulations and internal procedures.
- Delegated supervisory responsibility for leading a small team of seasonal catering assistants including recruitment, performance and rota management

KEY AREA: CAFÉ FINANCE

- Undertake an appropriate level of stock taking, ensuring correct storage and rotation of stock to reduce wastage and confirming receipt of all deliveries.
- To take responsibility for all cash and card transactions received through the café on a daily basis.
- Cashing up at the end of the day and recording earnings
- Use the EPOS system to analyse sales performance and identify opportunities to improve sales

KEY AREA: VOLUNTEER MANAGEMENT

- Assist with supervising and supporting any Bale House volunteers

KEY AREA: CUSTOMER SERVICE

- Actively assists with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered to both café and centre customers.
- To assist with/supervise the smooth running, timely preparation and delivery of high quality food and drink products.
- To promote and encourage a friendly and inclusive atmosphere

KEY AREA: QUALITY

- Focus on customer satisfaction and deliver a quality service to the agreed standards

KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

- To adhere to the Safeguarding Policy and Procedures.
 - To adhere to the Safer Recruitment Policy & Procedure.
 - To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
 - To complete any Safeguarding Awareness training as required by Groundwork South
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- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: HEALTH & SAFETY

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to line manager
- To comply with Groundwork South Health & Safety Policy and Regulations
- To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
- Use, store and maintain tools and equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

- Adhere to all the policies and procedures of the organisation.
- Contribute to the Trust's work in maintaining existing and achieving future accreditations and standards.
- Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
- Any other duties commensurate with the level of the post.

GROUNDWORK SOUTH VALUES

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values:

- Passion
 - Commitment
 - Empathy
 - Professionalism
 - Innovation
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Factor	Criteria	Essential	Desirable
Knowledge	Demonstrable knowledge of Food Standards Agency practices and food hygiene procedures.	X	
	Demonstrable knowledge of current Health and Safety practices in the workplace and catering environment.	X	
	Qualifications in catering and community training.		X
Experience	Demonstrable experience of working in a catering environment and adhering to Food Hygiene practices	X	
	Demonstrable supervisory experience in a catering setting, both kitchen and front of house	X	
	Proven track record to prepare and cook food.	X	
Skills	Excellent communication and negotiation skills, both written and verbal to be able to communicate with a wide variety of customer groups and suppliers	X	
	Demonstrable literacy and numeracy skills with financial and business awareness		X
	IT skills using the Microsoft Office Suite and use of the internet.		X
	Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results		X
Abilities	Ability to manage workloads and competing priorities in an often deadline orientated environment	X	
	Ability to accurately record daily café takings		X
	A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision		X
Special Requirements	Able to work regularly at weekends, especially during seasonal peaks in demand such as school holidays and bank holidays		

TERMS AND CONDITIONS

Salary	£11,232 per annum (16 hours) - £16,848 (24 hours) FTE £26,325
Contract	Permanent, annualised. Hours negotiable between 16-24
Hours of work	Your normal hours of work will average between 16-24 hours each week excluding a daily lunch break and travel to and from the main place of work. You will be required to work weekends and bank holidays and cover during busy periods as needed. The number of hours you are required to work will vary over the course of a year in line with the needs of the Café. We reserve the right to vary the working pattern to meet our business requirements.
Place of work	Your normal place of work will be The Bale House @ Hastings Country Park, Nature Reserve, TN35 4AD. You may be required to travel on Groundwork's business to carry out your duties at other locations as may be required for the proper performance of your duties.
Holidays	25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1 st January to 31 st December).
Pension	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice.
Benefits	<p>The following discretionary benefits are available to staff:</p> <p>Health Cash Plan A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependant children are covered free up the age of 18 in full time education. Includes PERKS scheme which has offers such as discounted gym membership and shopping discounts.</p> <p>Employee Assistance Programme Fully comprehensive EAP which includes mental health helpline and face to face counselling.</p> <p>Cycle to Work Scheme This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions.</p>
TOIL	TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager.
References	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary.
Proof of Eligibility of right to work in the UK	Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006.

Training	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process.
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The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

I have read and agree that this job description and person specification accurately defines the role.

Signed

Printed

Date