



Job Description

Job Title: Café Supervisor

Responsible to: Centre Manager

Responsible for: Supporting Café Assistants and Volunteers

Operational Area: West of England

Location: The Vench Corner, Lockleaze, Bristol

Date: June 2026

Last autumn Groundwork South opened a new community café alongside Lockleaze Youth and Play Space (the Vench), a much-loved adventure playground and community centre in the heart of Lockleaze in north Bristol. For 50 years we've been inspiring imaginative play in a safe, supportive and fun environment to help children and young people learn and grow. The Vench Corner Café extends our offer to the community, providing tasty and affordable food and drink, as well as a warm welcome to all who visit. With the summer season bringing more customers and extended opening hours, we are looking for a well-organised and experienced Café Supervisor to join our Vench Corner team and help ensure the café continues to run well, meeting the needs of the community.

JOB SUMMARY

The Café Supervisor will lead on the smooth and efficient operation of The Vench Corner Café, ensuring it reflects the values of The Vench and meets the needs of the community. Acting as a team lead on shift, the postholder will oversee front-of-house service, support Café Assistants and volunteers, and uphold excellent food hygiene and customer service standards. This is a hands-on role requiring initiative, leadership, and attention to detail. It is ideal for someone with hospitality experience ready to take on more responsibility and develop their supervisory skills in a community-focused setting.

This role covers three primary functions:

1. **Front-of-House support** – supporting day-to-day service operations, café assistants and volunteers, and ensuring a positive customer experience.
2. **Partnership development** – work closely with The Vench team and Café Manager to support and enhance collaborative projects and community initiatives.
3. **Back-Office Administration** – coordinating with Café Manager to ensure stock levels are adequate, equipment maintenance is up to date, and ensuring full compliance with the Vench Corner Café's food hygiene and health and safety standards.

Please note this is a zero hours role, initially helping to cover our busy summer period; for more information see the Terms and Conditions below.

MAIN DUTIES

FRONT OF HOUSE OPERATIONS

- Supervise day-to-day café service during shifts.
- Work with the other Café Supervisor to oversee the café efficiently and effectively.
- Ensure high standards of food and drink preparation and presentation.
- Operating the coffee machine and other equipment and training others in its use.
- Maintain a clean, safe, and welcoming customer area.
- Respond to customer needs and resolve issues professionally and promptly.

STAFF SUPPORT & TRAINING

- Provide on-the-job guidance and support to Café Assistants, volunteers, and trainees.
- Support new staff and volunteers training in customer service, food handling, and hygiene procedures.
- Delegate daily tasks effectively and ensure shift duties are completed.
- Promote teamwork, positivity, and accountability.

STOCK & EQUIPMENT

- Support stock control: restocking, checking expiry dates, and reporting low items.
- Accept and store deliveries safely and according to procedures.
- Monitor and report issues with café equipment or furniture.

HEALTH & SAFETY

- Ensure compliance with food hygiene, allergens, and health & safety protocols.
- Complete and monitor cleaning checklists, fridge/freezer temps, and day dots for supplies.
- Report incidents, near misses, or safety concerns to the Vench Centre Manager promptly.

PARTNERSHIP DEVELOPMENT

- Work with café management, Vench management and community stakeholders to develop strong relationships and grow the café customer base.
- With the support of Café manager, attend meetings, support community events.

CUSTOMER SERVICE

- Deliver a friendly, inclusive, and helpful service to all visitors.
- Address and resolve minor complaints on shift; escalate when necessary.
- Encourage a warm and welcoming community space.
- Embed Groundwork South's values and mission across all aspects of service delivery.

CASH HANDLING & REPORTING

- Operate the EPOS system and handle transactions securely.
- Support with basic end-of-day cashing-up procedures.
- Record simple data: sales, attendance, stock and waste as directed.

ADMIN AND COMMS

- Support the development of menus, pricing reviews and new ideas for items to sell.
- Co-develop ideas for additional income generation, including running events, catering for parties etc.
- Help to develop communications resources to raise awareness of the café, e.g. social media posts, posters and flyers.

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
- 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

PERSON SPECIFICATION

Factor	Criteria	Essential	Desirable
Knowledge	Understanding of food hygiene, allergens, and customer service practices	X	
	Knowledge of health & safety in food environments		X
Experience	Previous work in a café, hospitality, or customer-facing setting	X	
	Experience supervising staff and volunteers, or leading a team on shift	X	
	Experience using café equipment such as a coffee machine	X	
Skills	Strong interpersonal and communication skills, to be able to communicate with a wide variety of customer groups and colleagues	X	
	Confident and calm under pressure	X	
Abilities	Reliable, punctual, and organised	X	
	Able to motivate others and take initiative, working well as a team	X	
Special Requirements	Willingness to work flexible hours, including regular weekends	X	

Salary	£13.60 per hour (FTE £25,350)
Contract	Zero hours
Hours of work	Groundwork makes no promise or guarantee of a minimum level of work to you and you will work on a flexible, "as required" basis.
Place of work	Your normal place of work will be The Vench Corner Café, Lockleaze Youth & Play Space, Romney Avenue, Lockleaze, BS7 9TD. 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	Your holiday entitlement will depend on the number of hours that you actually work and be pro-rated on the basis of a full-time entitlement of 28 days' holiday during each full holiday year (including the usual public holidays in England and Wales). Holiday will be allocated in hours.
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, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time.
DBS Pre-Employment Check	This post will be subject to an enhanced with barred lists check.
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.

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