

ROLE DESCRIPTION AND PERSON SPECIFICATION

Assistant Café Supervisor

BASE OF WORK:

Carlton Marshes Visitor Centre

REPORTING TO:

Catering Manager

VOLUNTEER MANAGEMENT:

Lead on volunteer management (recruitment, onboarding, scheduling, recognition and day-to-day management).

ROLE PURPOSE

Suffolk Wildlife Trust is an inspiring and impactful organisation with a compelling vision for our county “[A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help](#)”.

In the decade to 2030, we are committed to scaling up our activities across the county, to bring nature back to Suffolk. Our aim is for 30% of our county to be connected and well looked after for nature by 2030, so that our species and habitats can recover and thrive – and for 1 in 4 people to be actively helping to achieve this.

As Assistant Café Supervisor at Carlton Marshes, you will play a key role in supporting the day-to-day running of the café, ensuring a high-quality, welcoming experience for all visitors. Working closely with the Café Supervisor, you will help lead the café team, maintain excellent service standards and contribute to the smooth and efficient operation of the catering offer. You will also take on key responsibilities such as food preparation, stock management and deputising in the Supervisor's absence, helping to deliver a friendly, inclusive and financially sustainable café experience.

MAIN RESPONSIBILITIES

Every staff role has three key areas of focus known as the “Power of 3” to support our mission to bring nature back. Typically, you should expect to spend 80% of your time on these:

1. Operational Support & Leadership

- Deputise for the Café Supervisor and act as a key holder, including opening and closing the café and ensuring daily operations run smoothly.
- Support the Café Supervisor in achieving financial targets and maintaining high standards of service and efficiency.
- Organise and manage the daily café team in response to visitor numbers, including adjusting staffing levels and covering absences.
- Provide clear direction and support to café staff and volunteers to ensure a welcoming, professional, and inclusive visitor experience.

2. Food Preparation & Service Standards

- Assist with daily food preparation, including baking scones, making soup, and preparing sandwich fillings.

- Ensure all counters, display chillers, and signage are clean, well-stocked, and visually appealing.
- Maintain high standards of food hygiene and cleanliness throughout the kitchen and service areas.
- Complete daily food hygiene documentation and ensure compliance with all relevant policies and procedures.

3. Stock, Communication & Collaboration

- Monitor and maintain food and stock levels throughout the day, placing and receiving orders as required in line with HACCP procedures.
- Monitor and update relevant paperwork including cleaning schedules and banking sheets.
- Replenish till change and complete cashing-up and banking procedures when required.
- Create and publish weekly café-related social media content to promote the offer and engage.
- Liaise with the Visitor Experience team to ensure café and visitor centre spaces are clean, welcoming and well-prepared for daily use and pre-booked groups.
- Collaborate with the wider team to ensure the café is ready for the next day's service, including stock preparation and site readiness.

Use your skills and experience to contribute holistically to the Trust's vision for a Wilder Suffolk.

PERSON SPECIFICATION

- A strong commitment to Suffolk Wildlife Trust's mission and values.
- Experience working in a busy café or catering environment.
- Confidence in leading a small team and supporting day-to-day operations.
- Basic food preparation skills and understanding of food hygiene standards.
- Excellent customer service skills and a friendly, professional manner.
- Organised and proactive, with good problem-solving skills.
- Comfortable using till systems and completing basic financial tasks such as cashing up.
- Experience using social media to promote services (desirable).
- Knowledge of food hygiene and safety procedures, including HACCP (training can be provided).
- Ability to work collaboratively with other teams to deliver a high-quality visitor experience.
- Full driving licence and access to a vehicle (desirable).

OUR CULTURE

[Our organisational culture matters to us and enables us to achieve more for wildlife.](#)

Your role description explains the three key areas of focus of your role. What is equally important is how you do it. Suffolk Wildlife Trust is a gutsy organisation - we show courage, determination and spirit, learning from experience and embracing new ideas.

We are driven by our shared values and passion for nature and support each other – staff and volunteers - to be the best we can to deliver for nature. We constantly strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

ADDITIONAL INFORMATION

- Working 28 hours a week April to October and 26 hours a week November to March (four out of seven days). Working one day per weekend or more where required, as well as bank holidays. With some early mornings and evenings, with time off in lieu.
- Visitor Centre hours staffed hours are Monday to Sunday from 9:00am to 5:00pm all year round.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Suffolk.
- The role requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.

WILD ABOUT INCLUSION

Suffolk Wildlife Trust is committed to an inclusive and diverse workplace where everyone is welcome. As a conservation charity, we recognise the importance of diversity in both nature and our workforce of staff and volunteers. We strive to ensure that everyone feels valued and empowered to contribute to our vision of “A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help”.