

ROLE DESCRIPTION AND PERSON SPECIFICATION

Café Supervisor

BASE OF WORK

Carlton Marshes Visitor Centre

REPORTING TO

Catering Manager

RESPONSIBLE FOR

Café Assistants, Casual Café Assistants and Café Volunteers

VOLUNTEER MANAGEMENT

Volunteer manager tasks include using Team Kinetic & leading on volunteer recruitment, onboarding, recognition and day-to-day management of volunteers.

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 Café Supervisor, you will work alongside the other Café Supervisor at Carlton Marshes to coordinate the day-to-day operation of the café and staff and volunteers, ensuring a welcoming, inclusive and high-quality customer experience that reflects Suffolk Wildlife Trust’s values and workplace culture. You will line manager and motivate staff and volunteers, maintain high standards of food safety, hygiene and service, and contribute to income generation through efficient, sustainable and creative café delivery. The role is central to supporting a positive café environment that contributes to the Trust’s conservation, learning and visitor engagement objectives.

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) Team Coordination & Day-to-Day Operational Delivery

- Coordinate and line manage the day-to-day operations of the Café Assistants, casual staff and volunteers, ensuring tasks are clearly delegated and service runs smoothly.
- Oversee the rota, daily briefings and operational priorities, escalating issues to the Catering Manager where appropriate.
- Support training, onboarding and day-to-day guidance, helping to build confidence, consistency and good practice.
- Promote a positive, collaborative and inclusive workplace culture.
- The role provides operational support for the visitor centre, including acting as the responsible staff member on site and providing cover and support for the Visitor Experience team.

2) Operational Delivery & Customer Experience

- Oversee the daily café operations including processing timesheets, completing banking documentation, maintaining food safety, hygiene and allergen compliance requirements.
- Maintain a welcoming, inclusive and efficient café environment that reflects Suffolk Wildlife Trust's values and workplace culture and supports a positive customer experience.
- Coordinate stock control, ordering, cash handling processes and visual presentation to support smooth, efficient and sustainable service delivery.
- Plan, delivery and support catering events and activities.

3) Commercial Operations & Continuous Improvement

- Monitor daily café performance, sales activity and customer feedback,
- Commitment to meeting income targets and service improvements.
- Implement agreed processes that improve efficiency, reduce waste and support profitability while maintaining quality and sustainability.
- Identify and open to opportunities to improve the café offering, presentation and customer experience.

Ensuring appropriate reporting of all accidents, near misses, and incidents to identify causes and prevent recurrence. Use your skills and experience to contribute holistically to the Trust's vision for a Wilder Suffolk.

PERSON SPECIFICATION

- A personal commitment to Suffolk Wildlife Trust's mission to bring nature back to Suffolk.
- Prior experience working in a food/hospitality/café environment
- Experience supervising people and delegating work.
- Good working knowledge of food hygiene and safety standards.
- Committed to delivering excellent customer service.
- Good IT skills in using systems (EPOS, Microsoft Office) and operational documentation.
- Good organisational and communication skills.
- Ability to work flexibly, including weekends and occasional evenings for events and activities.
- Strong customer service skills and ability to manage a busy, fast-paced environment.
- Experience of merchandising and event catering (desirable).

ADDITIONAL INFORMATION

- Working in a visitor centre café that is open seven days a week, 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.

OUR BELIEFS, VALUES & CULTURE

At Suffolk Wildlife Trust, our organisational culture matters. It helps us achieve more for wildlife and shapes how we work together every day. Your job description sets out what you'll do; what matters just as much is how you do it. We are a gutsy organisation - showing courage, determination & spirit - learning from experience and embracing new ideas. We are driven by our shared beliefs, organisational values and passion to achieve more for nature, and by supporting one another, staff & volunteers, to deliver our best.

Everything we do is anchored in our fundamental belief in the natural world: nature has value in its own right, we all share a responsibility for it and society thrives when nature thrives. Our values guide our decisions and how we operate: we show **tenacity** by leading by example and using our voice boldly for nature; we champion **inclusion** by valuing and respecting diverse voices and thinking; and we practise **pragmatism** by focusing on impact & choosing the methods, solutions and partnerships that best support nature's recovery. Our culture brings these beliefs and values to life: we are nature-led, collaborative and trusting; we are reflective and evidence-led & we always work safely and responsibly.

WILD ABOUT INCLUSION

We are committed to being an inclusive organisation where everyone is welcome. As a conservation charity, we recognise the value of diversity both in nature and in our staff & volunteers. Suffolk Wildlife Trust is an organisation where everyone feels respected, valued & empowered to contribute, so that together we can deliver our vision, mission & strategic goals for a wilder Suffolk.