



Suffolk
Wildlife Trust

Cafe Supervisor at Carlton Marshes



The Opportunity

As Café Supervisor, you will play a key role in creating a welcoming and memorable experience for visitors to Carlton Marshes. Working alongside the other Café Supervisor, you will be responsible for the day-to-day running of the café and line manage staff and volunteers to deliver excellent customer service while maintaining high standards of food quality, hygiene and presentation. You will help create a positive and inclusive environment that reflects Suffolk Wildlife Trust's values and workplace culture.

You will be responsible for overseeing daily operations, including work coordination, rotas, stock control, food safety compliance, cash handling and event catering. As a visible leader within the visitor centre, you will provide operational support across the site, helping to ensure smooth visitor experiences while identifying opportunities to improve efficiency, sustainability, income generation and the overall café offer.

It is essential that you have experience working in a café, hospitality or food service environment, with the confidence to supervise others and coordinate a busy operation. You will be highly organised, customer focused and committed to maintaining excellent food hygiene and safety standards. Strong communication skills, a positive and flexible approach, and a genuine commitment to Suffolk Wildlife Trust's mission and values are essential.



Carlton Marshes

Credit: Mike Page

Carlton Marshes Visitor Centre

Nestled on the Suffolk Broads near Lowestoft, Carlton Marshes is Suffolk's largest nature reserve and a destination for wildlife enthusiasts throughout the year. Managed by Suffolk Wildlife Trust, the reserve features an expansive landscape of grazing marshes, pools, reedbeds and wet grasslands, creating a rich & diverse habitats. From the sight of marsh harriers to the reed warblers in summer and the golden hues of winter sunsets, every season reveals something special. In spring, the reserve bursts into life with the return of migratory birds and the emergence of insects, while wildflowers begin to colour the marshes.

Open daily, the visitor centre provides a warm & welcoming base for exploring the reserve. Staff & our wonderful volunteers are on hand to share their knowledge, help identify wildlife and offer insight into the Trust's conservation work. The visitor centre also features a café and retail shop, offering a relaxing space to enjoy views across the marshes while enjoying barista coffee, cakes & light refreshments.

As a Site of Special Scientific Interest (SSSI), Carlton Marshes plays a vital role in protecting important wetland habitats and species. It is home to a wealth of wildlife, including rare dragonflies, breeding waders and bitterns, making it not only a beautiful place to visit but also a crucial sanctuary for biodiversity.





Freshly Cooked Bacon Rolls - £4.95 • Served from 11am till day (11:30am) Served 12:30pm
with Filter Coffee or Tea - £6.75
with Premium Coffee - £7.50
Hot Snacks - Served from 11am - 3pm
Premium Black Day Deli
Traditional Sausage Roll Served with mixed leaves
and Shaved Red Onion Marmalade - £6.25
Sweet Potato Chick Pea Casserole with mixed leaves
and Red Onion Marmalade - £6.25
Jacket Potatoes Served with Mixed
leaves & Balsamic Glaze - £6.25
with Sautéed Beans - £6.65
with Cheddar - £7.00
with Tuna or Salmon - £7.50
Extra Filling £1.00
Cakes from £1.00
Squash £0.50
Fruit Juice Carlin £0.50

Toasties with mixed leaves & Balsamic Glaze - Served from 11am - 3pm
Mature Cheddar & Shaved Red Onion Marmalade - £6.25
Mature Cheddar & Ham - £6.25
Brie & Cranberry - £6.50
Freshly made to Order Sandwiches with Mixed leaves, Balsamic Glaze
and Crisps - £6.25
Kids Meal deal - £5.50
Ham or Cheese Sandwich
and Beer Crisps
Salmon Box
Fruit Juice Carlin
Homemade Fruit or Cheese Sweets
As a cake/savoury Tea - £6.25
Confectionery from £1.00
mini Pack Sweets - £1.00
Crisps from £1.25
Gluten Free Options available. Please ask ::

FOOD ALLERGIES
AND
INTOLERANCES
Please advise us of any food allergies or intolerances
at the time of ordering to ensure your safety.
Thank you

ONLY THE DELI
CAFE

About Suffolk Wildlife Trust

Suffolk Wildlife Trust is the county's nature charity, protecting and restoring Suffolk's wildlife.

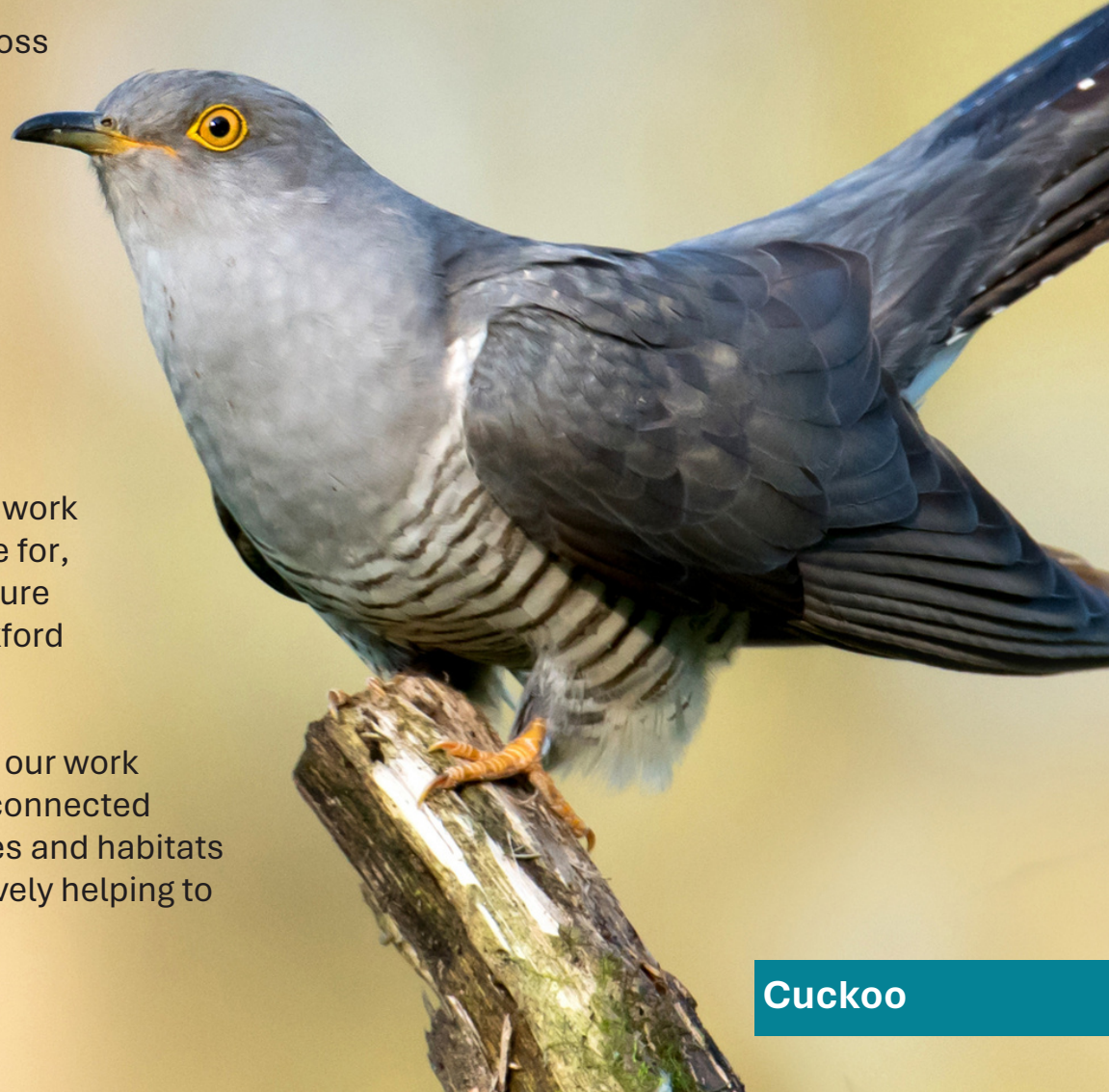
Founded in 1961, we have led conservation efforts across Suffolk for more than 60 years, safeguarding some of the county's most important wildlife areas as nature reserves.

Our Mission: Brining Nature Back to Suffolk

Our Vision: A wilder Suffolk, where nature is thriving and abundant, because everyone is united in valuing nature and doing more to help.

As a grassroots organisation, we deliver our ambitious work by inspiring people & empowering communities to care for, and act for, nature. Alongside this, we manage 50+ nature reserves & two visitor centres (Carlton Marshes & Lackford Lakes) and we advocate for wildlife across the county.

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



Cuckoo

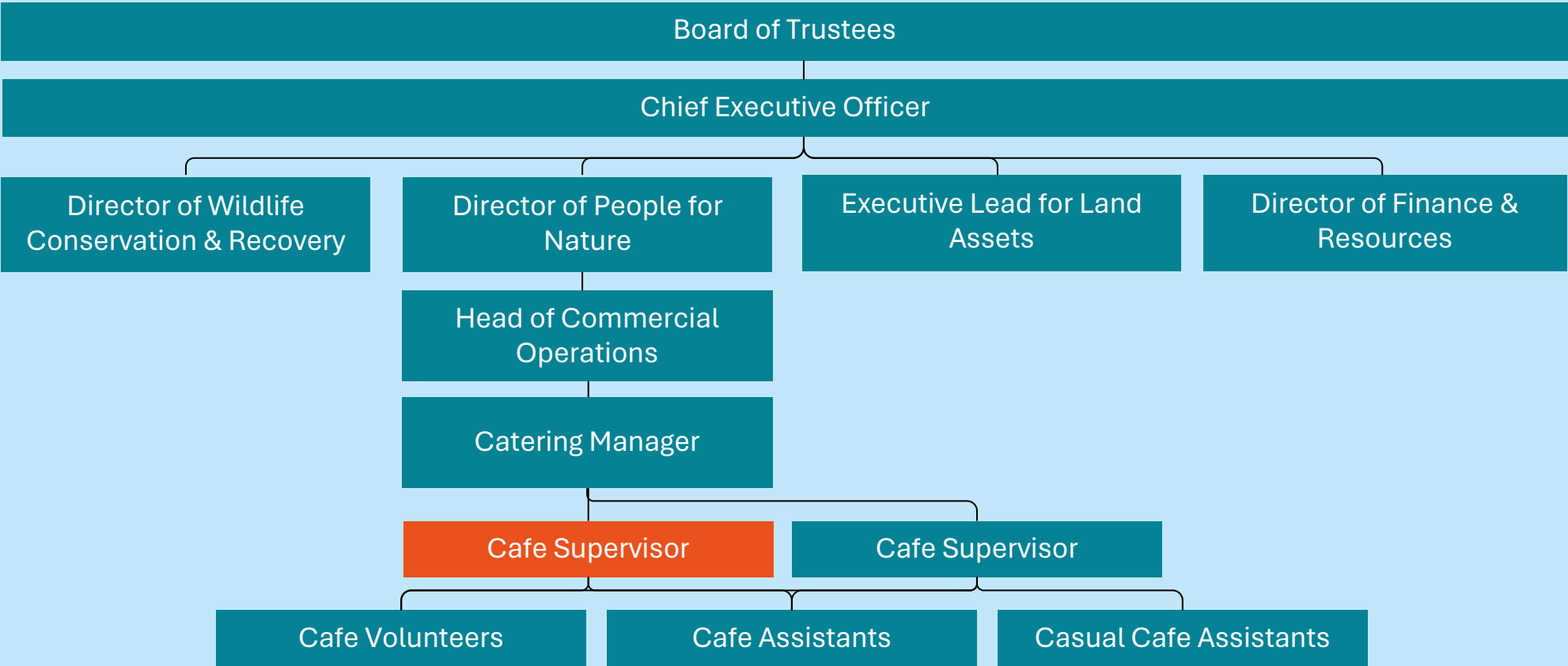
Suffolk Wildlife Trust is an organisation that makes a difference.



We are a registered charity with a Board of Trustees, 1,300 volunteers & 28,000 members. We are part of The Wildlife Trusts – a UK federation of 46 local Wildlife Trusts through the UK that together has a powerful collective voice with over 850,000 members & caring for more than 2,300 nature reserves.



We employ around 100 staff across 15 departments, organised within three main directorates. Each directorate is led by a Director, and each department has an Operational Lead who provides leadership for a key area of activity.





Suffolk Wildlife Trust



Our Beliefs, Values & Culture

At Suffolk Wildlife Trust, our organisational culture matters to us. It enables us to achieve more for wildlife and it shapes how we work together every day. Your job description explains the three key areas of focus for your role. What is equally important is how you do it. We are a gutsy organisation - we show courage, determination & spirit - learning from experience & embracing new ideas. We are driven by our shared beliefs, organisational values & passion to achieve more for nature and by supporting each other - staff & volunteers - to be the best we can to deliver for nature.

Our Beliefs Anchor Us

Everything we do, and how we do it, is anchored in our fundamental belief in the natural world.

We believe:

Nature has value in its own right.

We all share a responsibility for nature.

Society thrives when nature thrives.

Our Values Guide Us

Our values guide how we operate and the decisions we make, so we can achieve more for nature:

Tenacity: We lead by example and are gutsy in our ambition for nature and in how we use our voice.

Inclusion: We value and respect diverse voices & thinking to advocate and act for nature.

Pragmatism: We are impact-led in the methods, solutions and partnerships we choose to drive nature's recovery.

Our Culture Empowers Us

Our culture is how we work together, supporting each other, and empowering our county, to achieve more for nature:

Nature-led: We are driven by a shared passion for nature and support each other to be the best we can.

Collaborative: We communicate and collaborate brilliantly to amplify our impact and celebrate each other's achievements.

Trusting: Our staff and volunteers are trusted and accountable to deliver our ambition for nature.

Reflective: We are evidence-led, we challenge ourselves, and we embrace new ideas and learn from experience.

Safe: We always work safely and responsibly.

Role Description

Every role has three key areas of focus known as the “Power of 3” to support our mission, vision & strategic goals. Typically, you should expect to spend 80% of your time on the following:

1) Team Coordination & Day-to-Day Operational Delivery

- 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.



Carlton Cafe

Credit: Peter Cook

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 offer



Person Specification

Essential

- 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.

Desirable

- Experience of merchandising and event catering.



Terms & Conditions

Terms & Conditions

This is a permanent, full-time position working 30 hours per week over four days (Wednesday to Saturday each week). The base of work will be Carlton Marshes Visitor Centre near Lowestoft and the starting salary will be £21,200 per annum (FTE £26,500).

Employee Perks & Benefits

Full-time equivalent annual leave entitlement starts at 33 days per annum (including Bank Holidays), increasing annually to 38 days, plus employees receive an additional day off for their birthday.

We offer a 9% employer pension contribution with no employee contribution required, free 24-hour Employee Assistance Programme, free life insurance from day one of employment, salary sacrifice benefits, free access to a private GP for themselves and their household and discounts at high street retailers. Staff can also enjoy a 10% discount in our visitor centre cafes, including retail plus public engagement staff receive logo clothing.

Disability Confident Employer

We are a Disability Confident employer committed to making our recruitment processes & workplace culture inclusive & fair for all. Information can be provided in alternative & accessible formats on request to peopleandculture@suffolkwildlifetrust.org. We offer an interview to disabled applicants who meet the minimum criteria for the role and provide reasonable adjustments where needed during recruitment and in the workplace.



Kingfisher

How to Apply

To apply for this opportunity, please submit an application via our website by 9:00am on Wednesday 19 August 2026.

The interviews are planned for Wednesday 26 August 2026.

If you would like an informal discussion about the role, you can email me on claire.bishop@suffolkwildlifetrust.org.

Thank you for your interest in bringing your talents, experience and skills to Suffolk Wildlife Trust. I look forward to receiving your application.

Claire Bishop
Catering Manager



Dragonfly



**Together, we can create a
wilder Suffolk for everyone**