

CAFÉ SUPERVISOR

- Job Title:** Café Supervisor
- Location:** Whistles Café, Norchard Station, Forest Road, Lydney, GL15 4ET
- Employment Type:** Part Time – 25.5 hours per week, Permanent
8.5 hours Wednesdays, Saturdays & Sundays (9am – 5.30pm)
Bank holidays, the Christmas period and occasional other events must be covered as part of the role as required.
- Start Date:** Immediate, by early November for the Christmas season

About Us:

Dean Forest Railway is a volunteer-led heritage railway nestled in the picturesque Forest of Dean. We operate Whistles Café at our Norchard Station, providing delicious food and refreshments to visitors. We pride ourselves on delivering a family-friendly and efficient service that enhances the visitor experience. We're looking for an enthusiastic and organised Café Supervisor to join our team, overseeing the daily operations of the café and helping to develop the café's offer.

Job Description:

As the Café Supervisor, you will oversee the day-to-day operations of the café, ensuring excellent customer service and the smooth running of the café. You'll manage stock levels, handle supplier relationships, and ensure the café is well-prepared for busy periods and special events. You will also have the opportunity to contribute to menu development. Additionally, you will supervise the Café Assistant and work with/train volunteers to help them assist in the café.

Key Responsibilities:

- Overseeing café service, managing the till, and ensuring the café area is kept clean and tidy
- Managing stock levels, placing orders with suppliers, and checking deliveries
- Ensuring stock is ordered appropriately for special events and pre-ordered items
- Ensuring all necessary prep work is completed ahead of service and events
- Handling customer requests, queries, and complaints in a professional and friendly manner
- Using the till system to process sales, refunds, and other supervisor-level functions
- Monitoring and managing stock storage and labelling, ensuring proper organisation and rotation
- Ensuring compliance with food hygiene regulations and maintaining cleanliness in the café and kitchen area
- Supervising the Café Assistant, providing direction and support when needed
- Training and working with volunteers to assist with the café operations
- Developing the café's facilities and contributing to its overall growth
- Developing the café's offer by regularly reviewing and improving the menu options, taking into consideration customer feedback and profitability.

Personal Skills & Qualifications:

- Experience in a supervisory or leadership role within a café, hospitality, or retail environment
- Excellent customer service skills, with the ability to resolve issues effectively
- Organised and detail-oriented, with strong time management skills
- Ability to work efficiently in a fast-paced environment, especially during peak times
- Confidence with till operations and experience in generating reports and managing stock control
- Ability to build and maintain relationships with suppliers, with experience in ordering and stock management
- A creative approach to proposing new and profitable menu options
- Strong verbal communication skills and the ability to work well as part of a team
- Knowledge of food safety regulations (a minimum Level 2 Food Hygiene Certificate is desirable)

Job Details:

- 25.5 hours per week, Permanent
- Salary: £12.60 per hour / £16,707.60 per annum (£24,570 pro rata)
- 8.5 hours, Wednesdays, Saturdays & Sundays (9am – 5.30pm)
- Bank holidays, the Christmas period and occasional other events must be covered as part of the role. Overtime will be paid at the standard hourly rate.
- Statutory annual leave entitlement
- Company pension scheme

What We Offer:

- A dynamic and relaxed work environment in a historical setting
- Opportunities for professional development and growth
- Staff discounts and access to special events
- The opportunity to shape and grow the café's offerings

How to Apply:

Interested candidates are invited to submit their CV and a cover letter outlining their demonstrable relevant experience and why they would be a great fit for this role. Candidates who do not provide a role-specific cover letter will not be considered.

Please send your application via email to Peggy Römer, General Manager, at jobs@deanforestrailway.co.uk.

Due to the high volume of applications we receive, only shortlisted candidates will be contacted for an interview. If you do not hear from us within four weeks of the application deadline, please consider your application unsuccessful.

Dean Forest Railway is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.