



Northumberland
Wildlife Trust

Café Supervisors

Information Pack

Contact Details:

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Who we are...

Northumberland Wildlife Trust was founded in 1971 to protect wildlife and promote nature conservation within Newcastle, North Tyneside and Northumberland. Today, our voice for wildlife is stronger than ever. We are a non-government funded charity, supported by membership, donations, local businesses and charitable trust grants.

Our vision and strategic objectives

A Wilder Future for our area

We want: Everywhere and everything here Wilder, including people's lives and jobs, with landscapes richer in wildlife and better-connected land, wetlands and seas.

We want: To reach more people, form more partnerships and play a greater part in wilding and greening locally and contribute globally to restoring nature and tackling climate breakdown.

We will create Wilder Places, Wilder People and a Wilder Future, with more, bigger and better joined up areas for wildlife to thrive, more people taking action and connecting to nature and influencing more decisions to secure nature's recovery locally, regionally and nationally.

We will achieve our vision by:

- Defending wildlife and wild places
- Enabling nature's recovery: protecting the best and improving the rest
- Inspiring people and communities to care and enabling them to act
- Influencing organisations to behave in nature's interest
- Growing our resources and partnerships to be more effective and agile

We will deliver our vision through three key strategic objectives

1. Lead nature's recovery
2. Inspire people and organisations to care and mobilise them to act
3. Ensure an agile green culture and sustainable NWT



We work as part of a national movement

There are 46 local Wildlife Trusts across the whole of the UK, the Isle of Man and Alderney, all working for an environment rich in wildlife for everyone.

With 850,000 members, we are the largest UK voluntary organisation dedicated to conserving the full range of the UK's habitats and species, whether they be in the countryside, in cities, or at sea. 135,000 of our members belong to our junior branch, Wildlife Watch.

We manage 2,300 nature reserves covering more than 80,000 hectares; we stand up for wildlife; we inspire people about the natural world and we foster sustainable living.

All 46 Wildlife Trusts are members of the Royal Society of Wildlife Trusts (RSWT), which operates a separate Grants Unit administering major funds on behalf of the Big Lottery Fund and the Landfill Communities Fund.

To find out more...

www.nwt.org.uk

www.wildlifetrusts.org



Café Supervisor

We are looking to appoint a confident, innovative and enthusiastic person to join our café team as Supervisor, based at The Lady of the North Café at Northumberlandia and if required, may need to cover the Lookout Café at Hauxley Nature Reserve.

The main functions of this role are to:

- Report to the Manager, ensuring delivery of great customer service and efficient operations of our café and retail area, maximizing profits in line with the green ethos of Northumberland Wildlife Trust (NWT).

Hours per week is 28 plus overtime as required.

The salary is £13.60 per hour

Information for applicants

To apply for the position of Café Supervisor, please complete the attached application form with a covering letter with a short statement about why you'd like the job and what you'd bring to it (contact details on the front of this pack).

Thank you for your interest in Northumberland Wildlife Trust.



Job specification

Post title

Café Supervisor

Location

The post will be at The Lady of the North Café at Northumberlandia, Blagdon Lane, Cramlington, Northumberland, NE23 8AU.

Responsible to

Café and Retail Manager

Responsible for

- Supervising Café Assistants, deputising for the Café and Retail Manager

Internal relationships

- NWT teams
- Volunteers

External relationships

- Suppliers
- Customers / members of the public
- Local and community groups

Main responsibilities

- Supervise all aspects of the daily running of our cafés and retail, including staff rotas, food preparation, portion control / wastage, record keeping (food preparation procedures, hygiene regulation information) and till troubleshooting.
- Maintain the cleanliness of all areas of the café following company procedures.
- Receive and place stock orders when required.
- Train the team to deliver our food and drink product offering with consistency and great customer service.
- Assist with security across the café, guarding against theft and fraudulent payment methods.
- Responsible for opening - setting up, sorting floats / till system, following procedure.
- Responsible for closing, ensuring procedures are followed, including cashing up and balancing the till.
- Undertake regular risk assessments and monitoring for the café and individual staff.
- Key holder responsibility, opening and locking up.



- Work within the Trust's policy framework.
- Undertake any other tasks that the Trust may reasonably require.

Salary band

The salary is £13.60 hour, with overtime paid as required. Paid monthly in arrears.

Contribution to personal pension

A further 5% is payable into the Trust's Stakeholder Pension scheme after three months, conditional on the employee contributing at least 5% of salary.

Holidays

22 days basic, plus English bank holidays (pro rata, based on 35 hours/week). Where these are worked, time off in lieu is given. After three years' service, an additional day's leave will be awarded for each year worked, up to a maximum of five.

Hours

28 hours per week, with potential overtime. This role will require weekend work, occasional bank holidays and occasional evenings.

Contract, probation and notice

A minimum of 4 weeks' notice is required from either party.

Person specification

Knowledge, skills and attributes

Essential

- Highly organised and process-orientated.
- Able to lead and develop a team of café assistants and seasonal staff.
- Good knowledge of café and retail operations and cash handling.
- A working knowledge of regulatory frameworks such as health and safety, allergens, food safety and hygiene, safeguarding and EDI.
- Good understanding of sustainability principles.
- Able to work calmly under pressure.
- Commercially aware.
- Good level of numeracy and literacy.



Experience

Essential

- Minimum 1 years' experience of the day to day operation of a Café facility.
- Proven supervisory and organisational experience.
- Experience of delivering high quality customer care in a catering environment.
- Experience and understanding of systems and procedures necessary to support the running of a commercial catering operation.

Desirable

- Experience of providing training, coaching or mentoring to staff and volunteers.
- Experience of supervising café staff and volunteers.
- Collecting and using visitor feedback to drive the catering offering.
- Ability to spot an opportunity and capitalise on it.
- Experience of merchandising and selling.

Qualifications

Essential

- NVQ Level 2 Catering or City and Guilds equivalent.
- Intermediate food hygiene qualification.

Desirable

- NVQ Level 3 Catering or City and Guilds equivalent.

Personality

Essential

- Experienced planner and organiser.
- Strong communicator.
- Outgoing, enthusiastic and friendly.
- Highly motivated and committed.
- Flexible and reliable.
- Team player.

