



ST DAVID'S HOSPICE JOB DESCRIPTION

Job Title: Café & Gift shop supervisor

Responsible to: Senior cook & Head of Commercial

Accountable to: Head of Commercial

Responsible for: Volunteers

PURPOSE OF THE ROLE:

The Café Dewi and Gift Shop Supervisor is responsible for the day-to-day operation of the café and gift shop, ensuring an exceptional customer experience while maintaining high standards of service, presentation, food safety, and retail merchandising.

The role involves supervising and supporting a valuable team of volunteers, driving sales, managing stock, and ensuring the efficient and profitable operation of both areas in line with the Hospice values and fundraising efforts.

DIENSIONS & LIMITS OF AUTHORITY:

Responsible for leading the day-to-day front-of-house operations inclusive of managing volunteer rotas.

Ensures compliance with food safety, health and safety, licensing, and retail standards.

Is responsible for maintaining stock levels and placing routine orders within approved budgets and purchasing procedures.

Monitors cash handling, daily reconciliations, and compliance with financial procedures to include banking.

MAIN DUTIES AND RESPONSIBILITIES:

Operations

- Supervise the daily operation of the café and gift shop to ensure efficient, safe, and effective service.
- Open and close the café and gift shop in accordance with operational procedures.
- Ensure high standards of cleanliness, hygiene, merchandising, and presentation are maintained at all times.
- Monitor volunteer levels and allocate duties to meet operational needs.
- Ensure equipment is maintained and report maintenance issues promptly.
- Promote Café Dewi and gift shop via the Facebook page.

Customer Service

- Deliver and promote outstanding customer service.
- Respond professionally to customer enquiries, feedback, and complaints, resolving issues where appropriate.
- Foster a welcoming, inclusive and positive environment for all visitors.

Team Leadership

- Supervise, motivate, and support volunteers to achieve high standards of performance.
- Assist with induction, coaching, and ongoing training of all volunteers.
- Promote effective communication and teamwork.

Retail and Stock Management

- Ensure attractive retail displays that maximise sales opportunities.
- Monitor stock levels and coordinate ordering, receiving, pricing, and stock rotation.
- Conduct regular stock checks and minimise loss.
- Identify opportunities to improve product range and increase sales.

Financial Responsibilities

- Operate tills and oversee accurate cash handling procedures.
- Complete daily cash reconciliation and banking procedures where required.
- Monitor sales performance and contribute ideas to improve revenue and profitability.
- Work within agreed budgets and purchasing controls.

Food Safety Compliance

- Ensure compliance with all food safety, health and safety, licensing, and hygiene regulations.
- Maintain accurate food safety and cleaning records.
- Ensure all volunteers follow safe working practices and organisational policies.
- Participate in risk assessments and contribute to a safe working environment.

General Responsibilities

- Support promotional activities, seasonal events, and special functions.
- Contribute to achieving departmental objectives and continuous service improvement.
- Attend team meetings and mandatory training.

PERSON SPECIFICATION:

	Essential	Desirable
<u>Education, Training & Qualifications:</u>	- Driving License	- L2 Food Hygiene/Safety Certificate - First Aid qualification - Training in customer service, retail or supervisory skills.
<u>Knowledge & Experience:</u>	- Café, hospitality, retail or customer services - Record keeping - Experience of using Microsoft 365 IT packages and logistical software / EPOS - Customer service & public engagement - Good knowledge of Health & Safety and food safety compliance	- Experience in stock management & merchandising - Working with volunteers - Social media promotion - Cash handling and banking
<u>Skills & Attributes:</u>	- Excellent customer service skills with interpersonal skills - Flexibility and positive attitude - Strong leadership and teamwork skills - The ability to organise your time and workload and adapt - Ability to work independently with minimal supervision. - Strong attention to detail and organisational skills. - Empathy for the work of hospices.	- Ability to handle physically demanding tasks - Initiative and problem solving. - Strong communication skills both verbal and written -