

JOB DESCRIPTION

JOB TITLE	Café Supervisor
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Front of House Manager
GROSS ANNUAL SALARY	Grade 2 £25,936 -£ £29,192 Please note: LAMDA's policy is to generally appoint at the start of the Grade.
HOURS OF WORK	37.5 hours per week; Monday to Friday (8am - 4pm) plus evening and weekend work as necessary with an unpaid break of 30 mins each day
KEY WORKING RELATIONSHIPS INTERNAL	Front of House Manager, Front of House Coordinator, Estates Manager, Casual Café Assistants
EXTERNAL	LAMDA Students and Staff, Café suppliers and vendors, health inspectors and regulatory bodies.
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
HOLIDAY ENTITLEMENT	28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)
PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations

BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service, you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(5) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(6) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(7) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(8) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(9) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket

JOB PURPOSE

The Café Supervisor is responsible for the daily front-of-house coordination of LAMDA's café services. This role ensures the delivery of a high-quality, affordable experience for students, staff, and visitors. Working closely with the Front of House Manager, the Supervisor oversees the café floor, maintains service standards, and coordinates a small team of assistants to ensure exceptional customer satisfaction.

DUTIES AND RESPONSIBILITIES

Service Coordination & Customer Excellence

- Floor Supervision: Lead the daily operations of the café, ensuring the team welcomes customers and provides information on specials or new items.
- Quality Assurance: Oversee the preparation and serving of coffee and beverages to ensure high standards are maintained.
- Customer Relations: Handle customer questions and resolve issues on the floor to maintain high staff and student satisfaction.
- Events Support: Assist the Front of House Manager with the operational setup and service for LAMDA events and external hires.

Operational & Retail Management

- Inventory & Ordering: Monitor inventory levels and replenish items in display cases or behind the counter to ensure continuous service.
- Merchandising: Update signage, menus, and displays to attract customers and promote seasonal items.
- Financial Oversight: Manage daily payments and ensure accurate cash handling and till procedures.
- Training: Support the onboarding of new staff by demonstrating brewing methods, food presentation, and customer service techniques.

Compliance & Safety

- Health & Safety: Ensure the café and dining areas are clean, sanitized, and compliant with all food safety regulations.
- Record Keeping: Oversee accurate record-keeping for temperatures and stock rotation in line with safety management systems.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Leadership: Ability to lead a team by example and work as a high-energy member of the hospitality department.</p> <p>Initiative: Proven ability to work on own initiative and organize workloads effectively.</p> <p>Communication: Excellent customer service skills with the ability to describe menu items and suggest products to guests.</p> <p>Reliability: Excellent attendance, punctuality, and a flexible approach to working hours.</p>		CV / Covering letter / Interview

KNOWLEDGE & EXPERIENCE	<p>Experience: Previous experience working in a café or restaurant as a senior barista or supervisor.</p> <p>Coffee Expertise: Advanced coffee-making skills and knowledge of various brewing methods.</p> <p>Compliance: Strong understanding of Food Hygiene and Health & Safety regulations.</p>		Covering letter/ Interview
QUALIFICATIONS	<p>Catering qualifications or relevant professional experience.</p> <p>Knowledge of stock control and food safety management.</p>		CV
QUALITIES	<p>Positive attitude</p> <p>Approachable and flexible</p> <p>Reliable</p>		CV /Covering letter / Interview

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Standard Disclosure' check. Expenses will be met by the Academy.