



The Bishop's Palace
WELLS · SOMERSET

Job Description

Title	Café Manager
Salary	£23,800 to £24,800 depending on experience
Hours	40 hours per week, full-time and permanent, no split shifts. Due to nature of the business the postholder must be able to work most weekends, most Bank Holidays and some evenings
Report to	Head of Catering
Responsible for	Assistant Café Manager and Café Assistants
About the Bishop's Palace	<p>The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>The Bishop's Table serves locally-sourced homemade food and drinks, with one of the best views in Wells. The Bishop's Palace hosts a growing number of private events including weddings, family celebrations, diocesan and corporate events, with catering provided by The Bishop's Table team.</p>
Purpose of role	To ensure the seamless running of busy cafe service, effectively managing and leading the café team to deliver the highest standards of customer care
Purpose, vision and values	<p>Our purpose: To conserve The Bishop's Palace for future generations; welcoming all who seek a place of beauty, reflection and enjoyment.</p> <p>Our vision: The Bishop's Palace – protected forever; treasured by all.</p> <p>What we value:</p> <ul style="list-style-type: none"> • Our unique site and heritage • Our local community, supporters and visitors • The spiritual nature of the site • Our relationship with the bishop and their ministry • Our warm, hospitable and engaging welcome • The quality of our offer • Our staff and volunteers • Our environmental impact
Key tasks – what the Palace Trust expects	<p>Staff management:</p> <ul style="list-style-type: none"> • Recruit, induct, train and supervise Café Assistants / additional café staff • Lead by example to deliver exceptional operational standards, and a high-quality visitor experience • Ensure café staff provide a warm, welcoming environment and outstanding customer service • Manage staff rotas, hours, holidays and timesheets • Carry out appraisals and performance management of cafe team • Manage all aspects of staff wellbeing • Confirm all staff are knowledgeable about the visitor experience at The Bishop's Palace, promoting it to customers and responding to visitor queries

	<p>Operational delivery:</p> <ul style="list-style-type: none"> • Maintain high levels of cleanliness and hygiene at all times • Carry out all tasks to ensure smooth operation of café service and maintaining highest possible standards • Assist staff with customer complaints onsite and online • Responsible for ordering and replenishing café stock • Liaise with Head of Catering, Wedding and Events Manager and Visitor Experience Manger to assist with staffing functions and events <p>Maximising profit:</p> <ul style="list-style-type: none"> • Work with Head of Catering to identify and implement new ideas and opportunities for café development • Confirm all staff are knowledgeable about updated menus, and are able to promote and upsell all items to customers • Oversee receipt of stock deliveries, and report any damaged stock / incorrect items to suppliers within 24 hours <p>Finance:</p> <ul style="list-style-type: none"> • Supervise and carry out café close-down procedures including cashing up and banking • Supervise café staff to record all food and beverage sales accurately using till systems • Participate in stocktakes as required • Assist with annual budget planning and monthly monitoring of staff costs to keep within budget <p>Health and safety: Adhere to health and safety regulations set out by the Palace Trust in accordance with its statutory regulations, in particular:</p> <ul style="list-style-type: none"> • Ensure accidents and near misses are recorded accordingly • Monitor staff completion of mandatory training courses as required • Ensure equipment is used and maintained appropriately <p>Other duties:</p> <ul style="list-style-type: none"> • Maintain excellent levels of communication with Head of Catering, café team and broader Palace team • Work with Marketing and Communications Manager to promote The Bishop's Table including joint management (with Head of Catering) of The Bishop's Table social media channels - posting content and responding to public comments • Attend training courses as required including basic first aid and mental health first aid • In addition to above, post-holder may be required to undertake other reasonable duties and responsibilities to be agreed with Head of Catering
<p><i>What you can expect from The Palace Trust</i></p>	<ul style="list-style-type: none"> • Support from The Palace Trust's staff team • Training and development to undertake the role • 25 days annual leave per year 4 of which must be taken between Christmas and New Year • Opportunity to join The Palace Trust's pension scheme • Opportunity to support your local community through volunteer days • Access to the organisational Employee Assistance Programme • 50% staff discount in The Bishop's Table • Staff food and drink provided per shift

Key internal contacts	<ul style="list-style-type: none"> • Head of Catering • Sous Chef • Assistant Café Manager • Marketing and Communications Manager • Wedding and Events Manager • Visitor Experience Manager
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Person Specification

	Essential	Desirable
Knowledge and experience	<ul style="list-style-type: none"> • Proven management experience in hospitality industry, preferably in a café or restaurant environment • Excellent performance history delivering exceptional customer service • Experience managing till systems and financial procedures • Comprehensive knowledge of food health and safety regulations • Competent in English and Maths • Competent using IT particularly Microsoft Word and Excel • Barista experience 	<p>The below qualifications are desirable to start in post, but otherwise training will be provided:</p> <ul style="list-style-type: none"> • Level 2 Food Hygiene certificate • Basic first aid certificate • Mental health awareness certificate • BIIAB Level 2 Personal Licence
Skills and abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills • Great customer service skills • Ability to cope under pressure in fast-paced environment • Creates the conditions for others to perform well and develop professionally • Highly organised and reliable • Inspires confidence, motivates others, and encourages a can-do attitude among their team • Takes action to improve a situation without waiting for explicit instructions • Demonstrable commercial awareness to maximise sales coupled with the ability to communicate the importance of commercial success to teams 	
Personal attributes	<ul style="list-style-type: none"> • Professional and well-presented • Energy and enthusiasm, with a passion for hospitality and excellent customer service • Treats people with fairness, respect, and consideration without regard for their position, status, or background 	

How to apply:

All applicants are required to complete an application form; please outline why you should be considered for the role, and how you meet the person specification. Completed applications forms should be sent to Recruitment@bathwells.anglican.org

Application forms can be downloaded from <https://bishopspalace.org.uk/info/jobs/>

Queries:

For questions or to discuss this role further, please contact Nick Hampson, Head of Catering on 01749 988111 ex. 206 or at nick.hampson@bishopspalace.org.uk