



The Bishop's Palace  
WELLS · SOMERSET

## Job Description

<b>Title</b>	<b>Assistant Café Manager</b>
<b>Salary</b>	£19,900 per year
<b>Hours</b>	37 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 occasional evenings.
<b>Report to</b>	Café Manager and Head of Catering
<b>Responsible for</b>	Café Assistants in the absence of the Café Manager
<b>About the Bishop's Palace</b>	<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.</p>
<b>Purpose of role</b>	To encourage and motivate staff to perform at their best to deliver the highest standards of customer care in a busy café setting.
<b>Purpose, vision and values</b>	<p>As a charitable organisation our aim 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><b>Our Vision</b> To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p><b>Our Purpose</b> To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p><b>What we value</b> • Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability</p>
<b>Key tasks – what the Palace Trust expects</b>	<p><b>Staff management:</b></p> <ul style="list-style-type: none"> <li>• Deputise in absence of Café Manager (Days off and annual leave etc)</li> <li>• Support with the training and development of Café Assistants / additional café staff</li> <li>• Supervise Café Assistants and café operations on a day-to-day basis</li> <li>• Lead by example to deliver exceptional operational standards, and a high-quality visitor experience</li> <li>• Ensure café staff provide a warm, welcoming environment and outstanding customer service</li> <li>• Confirm all staff are knowledgeable about the visitor experience at The Bishop's Palace, promoting it to customers and responding to visitor queries</li> </ul>

	<p><b>Operational delivery:</b></p> <ul style="list-style-type: none"> <li>• Maintain high levels of cleanliness and hygiene at all times</li> <li>• Carry out all tasks to ensure smooth operation of café service and maintaining highest possible standards</li> <li>• Assist staff with customer complaints onsite and online</li> <li>• Assist with ordering and replenishing café stock</li> </ul> <p><b>Maximising profit:</b></p> <ul style="list-style-type: none"> <li>• Work with Café Manager to identify and implement new ideas and opportunities for café development</li> <li>• Confirm all staff are knowledgeable about updated menus, and are able to promote and upsell all items to customers</li> <li>• Oversee receipt of stock deliveries, and report any damaged stock / incorrect items to suppliers within 24 hours</li> </ul> <p><b>Finance:</b></p> <ul style="list-style-type: none"> <li>• Supervise and carry out café close-down procedures including cashing up and banking</li> <li>• Supervise café staff to record all food and beverage sales accurately using till systems</li> </ul> <p><b>Health and safety:</b> 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"> <li>• Ensure accidents and near misses are recorded accordingly</li> <li>• Monitor staff completion of mandatory training courses as required</li> <li>• Ensure equipment is used and maintained appropriately</li> </ul> <p><b>Other duties:</b></p> <ul style="list-style-type: none"> <li>• Maintain excellent levels of communication with Café Manager, Head of Catering, café team and broader Palace team</li> <li>• Attend training courses as required including basic first aid and mental health first aid</li> <li>• In addition to above, post-holder may be required to undertake other reasonable duties and responsibilities to be agreed with Café Manager and Head of Catering</li> </ul>
<p><b><i>What you can expect from The Palace Trust</i></b></p>	<ul style="list-style-type: none"> <li>• Support from The Palace Trust’s staff team</li> <li>• Training and development to undertake the role</li> <li>• 25 days annual leave per year 4 of which must be taken between Christmas and New Year</li> <li>• Opportunity to join The Palace Trust’s pension scheme</li> <li>• Opportunity to support your local community through volunteer days</li> <li>• Access to the organisational Employee Assistance Programme</li> <li>• 50% staff discount in The Bishop’s Table</li> <li>• Staff food and drink provided per shift</li> </ul>
<p><b><i>Key internal contacts</i></b></p>	<ul style="list-style-type: none"> <li>• Head of Catering</li> <li>• Café Manager</li> <li>• Sous Chef</li> </ul>

	<ul style="list-style-type: none"> <li>• Marketing and Communications Manager</li> <li>• Visitor Experience Manager</li> </ul>
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## Person Specification

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

### How to apply:

All applicants are required to send a covering letter and CV, please outline why you should be considered for the role, and how you meet the person specification to [Recruitment@bishoppalace.org.uk](mailto:Recruitment@bishoppalace.org.uk)

### 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@bishoppalace.org.uk](mailto:nick.hampson@bishoppalace.org.uk)