



The Bishop's Palace
WELLS · SOMERSET

Job Description

Job Title	Food & Beverage Supervisor
Hours	Full time – up to 40 Hours per week Hours on rota basis including weekends, bank holidays and occasional evenings.
Pay	£25,000 pa
Reports to	Catering Manager
Purpose of role	To encourage and motivate Food and Beverage Assistants to perform at their best to deliver the highest standards of customer care in a busy café setting.
Purpose, Vision and Values of The Bishop's Palace	<p>Our Vision To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p>Our Purpose To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p>What we value • Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability</p>
Key tasks – What The Bishop's Palace expects	<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 Food and Beverage Assistants with customer complaints onsite and online • Assist with ordering and replenishing café stock • Assist in running onsite private events • Carry out shifts in satellite food and beverage outlets as required <p>Staff management:</p> <ul style="list-style-type: none"> • Deputise in the absence of the Catering Manager/Assistant Catering Manager, overseeing kitchen / café operations and supervising café staff • Deliver training for Food and Beverage Assistants, supporting with their development • Supervise Food and Beverage Assistants and daily café operations • Lead by example to deliver exceptional operational standards, and a high-quality visitor experience • Ensure Food and Beverage Assistants provide a warm, welcoming environment and outstanding customer service • Confirm Food and Beverage Assistants are knowledgeable about the visitor experience at The Bishop's Palace, promoting it to customers and responding to visitor queries <p>Maximising profit:</p> <ul style="list-style-type: none"> • Work with Catering Manager to identify and implement new ideas and opportunities for café development • Confirm all Food and Beverage Assistants are knowledgeable about updated menus, and can promote and upsell all items to customers

	<ul style="list-style-type: none"> 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 Food and Beverage Assistants to record all food and beverage sales accurately using till systems <p>Health and safety:</p> <p>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 Ensure equipment is used and maintained appropriately <p>Other duties:</p> <ul style="list-style-type: none"> Maintain excellent levels of communication with Catering Manager, Chefs, wider café team and broader Palace team Assist with food preparation and support kitchen team as required Attend training courses as required The post holder will be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope and authority of the appointment, in discussion with the Catering Manager. Act as Fire Marshall and Duty First Aider as appropriate.
What you can expect from The Bishop's Palace	<ul style="list-style-type: none"> 25 days annual leave per year (pro rata) 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 Training and development to undertake the role
Key internal contacts	<ul style="list-style-type: none"> Catering Manager F&B Supervisor Chef Visitor Experience Team
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 café serves locally sourced homemade food and drinks, with one of the best views in Wells. There are also seasonal food & beverage offerings around the site.</p>

Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> 3 years' experience of working in busy café or restaurant. Barista experience 	Proven management/supervisory experience in hospitality industry, preferably in a café or restaurant environment

	<ul style="list-style-type: none"> • Experience delivering exceptional customer service • Experience managing till systems and financial procedures • Basic knowledge of food health and safety regulations • Competent in English and Maths • Familiar using IT particularly Microsoft Word and Excel 	<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 • BIIAB Level 2 Personal Licence
Skills and abilities	<ul style="list-style-type: none"> • Good interpersonal skills • Great customer service skills • Ability to cope under pressure in fast-paced environment • Able to inspire confidence and motivate a team, promoting a positive team attitude • Organised, punctual and reliable • Able to use initiative to independently make decisions and take action • Demonstrable commercial awareness to maximise sales 	
Personal Attributes	<ul style="list-style-type: none"> • Professional and well-presented • Energetic and enthusiastic, with a passion for hospitality and excellent customer service • Positive attitude towards problem-solving • Treats people with fairness, respect, and consideration without regard for their position, status, or background 	

How to Apply:

To apply send your CV along with a cover letter to recruitment@bishopspalace.org.uk . Applications will only be considered with a cover letter.

Applications will be considered as received and shortlisted applicants invited to interview.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.