



The Bishop's Palace
WELLS · SOMERSET

Job Description

Job Title	Assistant Catering Manager
Hours	Full time – 30, 35 or 40 hours per week Hours on rota basis including weekends, bank holidays and occasional evenings. No split shifts
Pay	£31,000 (based on 40 hours)
Reports to	Catering Manager
Responsible for	Chefs, Shift Leads, Food & Beverage Assistants and Kitchen Assistants
Purpose of role	To support the Head of Catering to deliver high quality catering operations that guarantees excellent customer service for our visitors, maximises profit for the organisation and is a thriving workplace for our staff team.
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"> • Manage the Food & Beverage (F&B) team to return a profit on all F&B services, whilst providing a high quality of fast turnover catering • Manage breakfast, lunch and additional food services • Demonstrate a high level of customer care and service, leading by example. • Ensure that high levels of cleanliness and hygiene are maintained at all times • Ensure that all tasks are carried out to ensure smooth operation of café service and maintaining highest possible standards • Support the team with customer complaints onsite and online • Assist in all necessary kitchen and café operational duties including food preparation, breakfast and lunch service plus cleaning and washing up • Assist with ordering and replenishing café stock • Oversee the 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"> • Work in partnership with the Head of Catering, overseeing kitchen / café operations and supervising café staff • Maintain excellent levels of communication within the café team and the broader Palace team • Lead by example to deliver exceptional operational standards, and a high-quality visitor experience • Oversee appropriate staffing levels which is mindful of budgets • Deliver training for the team, supporting with their development • Supervise Food and Beverage Assistants and daily café operations

- Ensure Food and Beverage Assistants provide a warm, welcoming environment and outstanding customer service
- Ensure the team are knowledgeable about the visitor experience at The Bishop's Palace, promoting it to customers and responding to visitor queries
- Support the Head of Catering with staff appraisals, monitoring performance and encourage learning and development across the whole team.

Maximising profit:

- Work with the Head of Catering to identify and implement new ideas and opportunities for café development
- Work with suppliers to achieve the best prices for the business
- Assist the Head of Catering to maintain a GP of 72%
- Ensure all Food and Beverage Assistants are knowledgeable about updated menus, and can promote and upsell all items to customers
- Carry out ordering of stock, overseeing the rotation of supplies and ensuring minimum wastage
- Oversee receipt of stock deliveries, and report any damaged stock / incorrect items to suppliers within 24 hours
- Participate in stock checks, working with Head of Catering and Financial Controller to ensure accurate records and stock management.

Finance:

- Oversee the café close-down procedures including cashing up and banking
- Ensure that team can record food and beverage sales accurately using till systems
- Support the Head of Catering with budgeting processes
- Support the Head of Catering to forecast and maintain the gross profit margin
- Support the Head of Catering to control expenditure on budgets wage costings and percentages
- Check and sign off invoices
- Oversee the EPOS systems, assisting with updates and maintenance

Health and safety:

- Adhere to health and safety regulations set out by the Palace Trust in accordance with its statutory regulations
- Support the Head of Catering ensuring the department is fully compliant with all relevant food hygiene and health and safety regulations
- Ensure food preparation and control meets requirements of COSHH
- Ensure accidents and near misses are recorded accordingly
- Ensure all kitchen and café equipment is used and maintained appropriately, and any damage or breakages are reported
- Adhere to all food and drink allergens and implement allergen matrix's
- Implement and maintain daily cleaning rotas
- Oversee and maintain catering servicing contracts

Other duties:

- Attend training courses as required

	<ul style="list-style-type: none"> • Act as Fire Marshall and Duty First Aider as appropriate • Attend and participate in staff meetings to keep abreast of developments with the visitor attraction, represent the needs of F&B team and discuss operations issues with the wider team. • 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.
What you can expect from The Bishop's Palace	<ul style="list-style-type: none"> • 25 days annual leave per year (pro rata) increasing with length of service up to max 30 days. • 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 • Birthday day off • Tickets for events, outdoor theatre, guest membership • Training, development and mentoring
Key internal contacts	<ul style="list-style-type: none"> • Head of Catering • Shift Leads • F&B and Kitchen Assistants • Chefs • 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 • Level 2 Food Hygiene certificate • Experience delivering exceptional customer service • Previous supervisory/ management experience in hospitality, preferably in a busy café/restaurant environment • Experience managing till systems and financial procedures • Excellent knowledge of food health and safety regulations • Experience in timely creation of rotas and managing shifts • Competent in English and Maths 	<ul style="list-style-type: none"> • City & Guild 7062 and above or NVQ Level 3 and above • Knowledge of stock control and stock taking • Experience in managing catering budgets including staffing costs <p>The below qualifications are desirable to start in post, but otherwise training will be provided:</p> <ul style="list-style-type: none"> • Level 3 Food Hygiene certificate • Basic first aid certificate • BIIAB Level 2 Personal Licence

	<ul style="list-style-type: none"> Familiar using IT particularly Microsoft Word and Excel 	
Skills and abilities	<ul style="list-style-type: none"> Excellent communication and interpersonal skills Able to inspire confidence and motivate a team, promoting a positive team attitude Great customer service skills Ability to cope under pressure in fast-paced environment Organised, punctual and reliable Proactive; 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 highlighting your skills to recruitment@bishoppalace.org.uk . Applications will only be considered with a cover letter.

Applications will be considered upon receipt with shortlisted applicants invited to interview.

Therefore, if you are interested, please submit your application as early as possible.

Anticipated start date from August 2026.

