

Job Title: Coffee Shop Supervisor

Department: Catering Services

Responsible to: Deputy Catering Manager and ultimately the Head of Catering

Hours of Work: Full-time, term time only, with flexibility to cover events when required.

Job Purpose: The Campus Coffee Shop Supervisor drives daily operations to create a vibrant, welcoming, and efficient hub for the college community. Balancing the high-volume rush between classes with a welcoming atmosphere for studying, the Supervisor ensures exceptional service tailored to student and faculty needs. Acting as the bridge between catering assistants and management, the Supervisor drives daily sales by maintaining beverage quality, has input in product range, and the ability to resolve operational challenges on the spot. This role focuses on managing flexible scheduling around exams, and fostering an inclusive environment that supports student well-being.

Key Responsibilities and Duties:

1. Student-Centric Service & Atmosphere

- **Optimise Speed of Service:** Efficiently manage the between-class rush to ensure students and faculty get their orders quickly without missing lectures.
- **Foster a Welcoming "Third Space":** Maintain a clean, inviting seating area equipped for study sessions, group projects, and campus socialising.
- **Support Student Well-Being:** Serve as a friendly, supportive face on campus, recognizing the stress of lessons / exams and ensuring the coffee shop feels like a community safe haven.

2. Team Leadership & Staff Mentorship

- **Lead Catering Assistants:** Provide practical, on-the-job supervision, support, training and mentorship to the team helping them develop professional skills, time management, and accountability.
- **Real-Time Coaching:** Train staff on beverage quality, hygiene standards, and customer service, leading by example on the floor.
- **Quality Control:** Proactively monitor the quality of all ingredients and cooked items within the coffee shop, ensuring only the freshest, high-standard product is used and served.
- **Service Flow:** Direct the service flow within the coffee shop, ensuring all items are ready and delivered to the counter in sequence and on time, particularly during high-volume periods.
- **Clean Down Leadership:** Lead and oversee the cleaning and sanitation of the counter and adjacent areas, ensuring adherence to the comprehensive cleaning schedules.

3. Operations & Campus Engagement

- **Open/Close Procedures:** Ensure opening and closing compliance checks are made and recorded at the correct time and any inconsistencies are reported immediately to management.
- **Systems / Cash Management:** Handle daily cash reconciliation, POS system management, and campus FCM / Boarding card integrations.
- **Campus Alignment:** Coordinate with management on themed promotions tied to campus events (e.g., enrolment week, Pride, Arts Festival).

4. Compliance

- **Allergen Safety:** Take critical responsibility for implementing robust allergen procedures within the section to prevent cross-contamination and ensure the safe preparation of all special dietary meals.
- **HACCP Monitoring:** Conduct and accurately record all necessary checks for the section, including temperature monitoring, labelling, and storage, to maintain full compliance with the Food Safety Management System (HACCP).

- **Waste Control & Stock Rotation:** Implement strict stock rotation (FIFO) and minimize food waste within the section, recording waste levels accurately.
- **Health & Safety:** Maintain a clean and safe working environment, adhering to all Health & Safety (COSHH, manual handling) regulations.

Person Specification: Essential Requirements

- **Qualifications:**
 - Level 2 Food Hygiene Certificate (minimum).
- **Experience:**
 - 1–2 years of barista experience in a high-volume environment.
 - Prior leadership or supervisory experience is highly preferred.
- **Skills & Knowledge:**
 - Excellent interpersonal skills with a natural ability to connect with, support, and understand the unique pressures of a diverse college student body.
 - Solid, practical understanding of HACCP, food safety regulations, and allergen management.
 - Ability to thrive in an environment dictated by the academic calendar—handling intense busy periods from the start of term and the ability to integrate seamlessly with the catering team when the coffee shop is closed during exams.
 - Capability to troubleshoot, resolve customer grievances, investigate inventory shortages, and equipment issues.
 - Familiarity with till systems, point-of-sale systems and digital apps.
 - Strong organisational and problem-solving skills, with the ability to manage time effectively during busy service.
- **Attributes:**
 - Highly reliable, proactive, and demonstrates excellent attention to detail.
 - A commitment to safeguarding and the welfare of young people.
 - A clear communicator and motivator who can foster a positive coffee shop environment.