

Café Supervisor

Job Description

Role: Café Supervisor	Department: Community Hub Operations
Reports to: Community Hub Operations Manager	Salary: £29,504.66 FTE (£17,309.40 pro rata)
Location: The Eric Liddell Community	Type of contract: Permanent
Working hours and pattern: 22 hrs per week. Over 4 days, 6-hour shifts with 30min unpaid break	

About The Eric Liddell Community

The Eric Liddell Community is a charity and vibrant community hub located in a historic building in Morningside, Edinburgh. Founded in memory of Olympic gold medallist Eric Liddell, our mission is to bring people together to enhance health and wellbeing and create a community where no one feels lonely or isolated. We provide specialist dementia care, support for unpaid carers, and a wide-ranging programme of community activities and events.

Our Community Hub is central to our mission and contributes vital income which supports our work with people living with dementia and carers. It combines a busy café, a charity shop, an Eric Liddell exhibition and room, office and residential property rental. The hub welcomes thousands of visitors every year and plays a central role in the life of the local community.

About the Job

The Café Supervisor will lead the day-to-day operation of our community café, creating a warm, welcoming and inclusive environment for customers, clients, service users, volunteers and the wider community. The café plays an important role in generating income to support the charity's work while providing a valued community space where people can connect, participate and feel welcome.

The Café Supervisor will be responsible for overseeing all aspects of café operations, including volunteer management and development, customer service, stock control, menu development, financial procedures, and health and safety compliance. Working closely with volunteers and the Chef, they will ensure the café is well-run, financially sustainable, and delivers a high-quality experience for everyone who visits.

About You

We are looking for a motivated and organised individual who is passionate about creating welcoming community spaces and making a positive impact.

You are naturally curious and enjoy spotting opportunities to improve how things work. You are comfortable testing new ideas, using data to make decisions and balancing commercial performance with creating an inclusive community space.

You are confident coordinating and supporting volunteers, helping them feel valued, capable and motivated while maintaining high standards across all aspects of the café. You balance commercial awareness with our values, ensuring the café remains financially sustainable while continuing to provide a warm, inclusive space for everyone.

You have excellent communication and organisational skills, enjoy working collaboratively and take ownership of your work. You are proactive, adaptable and committed to delivering an outstanding experience for customers, volunteers and the wider community.

Key Responsibilities

Café Management

- Lead the day-to-day operation of Café Connect, ensuring a welcoming, efficient and high-quality service.
- Create a warm, inclusive environment where customers, volunteers and visitors feel welcome.
- Train and develop a strong team of volunteers that delivers great service
- Set and maintain high standards across food, coffee and presentation
- Ensure consistency in service, quality and customer experience
- Deliver excellent customer service and resolve issues professionally.
- Balance daily cash takings and associated financial procedures accurately
- Manage stock, inventory and place supply orders for café, liaising with Chef
- Work closely with the Chef to develop menus and seasonal offers.
- Take responsibility for achieving café sales and income targets

Café Development

- Identify opportunities to improve customer experience, efficiency and commercial performance.
- Review and improve café layout, merchandising, signage and customer flow.
- Review suppliers regularly to secure the best combination of quality, value and sustainability.
- Introduce and evaluate new products, promotions and initiatives that increase income.
- Monitor sales, stock, waste and customer feedback to inform improvements.
- Identify opportunities to reduce costs and minimise waste without compromising quality.
- Promote the café within the local community and support initiatives that increase awareness, footfall and income.

Volunteer Coordination and Development

- Manage staff/volunteer performance and development
- Prepare and oversee staff/volunteer rotas
- Foster a positive and productive team environment

Health and Safety and Facilities Management

- Ensure Health & Safety standards are always met and maintained
- Support volunteers to understand and maintain food hygiene standards and safe working practices
- Ensure the café remains safe, clean, accessible and fit for purposes

Required Knowledge, Skills and Experience

Essential

- Experience working in a café, with strong barista skills
- Experience of supervising, leading or coordinating staff and/or volunteers, with the ability to motivate, support and develop a team
- Excellent customer service and communication skills
- Strong organisational skills with the ability to prioritise competing demands
- Experience in handling cash and operating financial procedures accurately
- Understanding of stock control and ordering processes
- Knowledge of food hygiene, health and safety, and safe working practices
- Ability to work independently and use initiative
- Good IT skills, including Microsoft Office and email

Desirable

- Experience managing a café, coffee shop, restaurant or similar hospitality venue
- Experience working with volunteers
- Food Hygiene Certificate (Level 2 or above), or willingness to obtain within the probation period
- Experience in rota planning and workforce scheduling
- Experience in monitoring performance and using data to drive improvements
- Knowledge of budgeting and income generation
- Experience in menu development and working collaboratively with kitchen teams
- Understanding of community cafés, social enterprises or the charity sector

Terms and Conditions

The key responsibilities reflect the requirements of the job at the time of issue. The Eric Liddell Community reserves the right to amend these with appropriate consultation and/or request of the post-holder to undertake activities believed to be reasonable within the scope of the job or abilities.

Salary: **£29,504.66 FTE (£17,309.40 pro rata)**

Working Hours: 22 hours per week

Annual leave entitlement: 30 days inclusive of public holidays (pro-rata)

Notice period: 1 month

Probation period: 3 months

Other benefits:

Company contributory pension scheme (4% employee matched by employer)

Occupational sick pay

Death in service cover

40% off food at our Community Hub Café, Café Connect

Edinburgh Leisure Community Access Programme Card – classes, gym and pool for £2 a class

Flexible TOIL approach

Values

All staff are expected to demonstrate the values of The Eric Liddell Community:

- Compassionate
- Respectful
- Inclusive
- People-centred
- Sustainable
- Led by integrity

Additional Information

Criminal record check (PVG)

We take safeguarding seriously and follow safe recruitment practices. This role will require a PVG (children and adults) check. At the offer stage, as part of the conditional job offer, we will require the candidate to disclose in full, spent and unspent convictions by completing a declaration form. The declaration form will only be seen by those who need to see it as part of the recruitment process.

Equality, Diversity and Inclusion

The Eric Liddell Community is deeply committed to diversity, equity and inclusion. We actively encourage applications from people of all cultures, perspectives and lived experiences.

Reasonable Adjustments

We want to see every candidate performing at their best throughout the job application process, interview process and whilst at work. We are happy to make reasonable adjustments. If you require any support, please contact us directly.