



**N THE  
NEST**

**Job information pack**

**CAFE SUPERVISOR**

# OVERVIEW

The Nest-Norfolk's Community Hub, is located in Horsford near Norwich International Airport, and is Norwich City Community Sports Foundation's community hub.

Our inclusive, engaging, and modern 22-acre site has a range of facilities include a floodlit 3G pitch, high-quality grass football pitches, residential bunk boxes, cafes, challenge woods, conference and event spaces.

The facilities are used for businesses, sports teams, school groups, private functions, children's birthday parties and more. We pride ourselves on excellent value and great service, and our team are integral to providing fantastic experiences.

We are looking for staff that help our visitors achieve their full potential. Our staff are welcoming, use their initiative to solve problems, and look for new ways to develop our facilities so that we can improve our community.



**Ian Thornton OBE,**  
Chief Executive Officer





# ROLE OVERVIEW

Job Title: **Café Supervisor**

Salary: £12 an hour, 20 hours per week

Contract Type: Fixed term (with possibility of extension)

Line Manager: **Catering Manager**

The responsibility of the **Café Supervisor** is to support the Catering Manager with the day-to-day operations within the café and Clubhouse kitchen, ensuring excellent customer service, smooth operations, and a positive work environment.

## Objectives

- Ensure high standards of catering for all events, residentials, conferences and general café service.
- Maintain and grow The Nest catering brand to increase new and repeat business



# ROLE SPECIFIC RESPONSIBILITIES

## **Customer Service**

- Support in the delivery of all catering requirements across all facilities.
- Ensure a high standard of customer service by addressing customer inquiries, resolving complaints, and providing a positive café experience for all visitors.

## **Operational Management**

- Oversee the daily running of the café, including opening and closing procedures, maintaining cleanliness and organisation, and ensuring that health and safety standards are met.
- Monitor and maintain stock levels of food, beverages, and café supplies. Assist in ordering supplies and managing inventory to minimize waste and maximize cost-effectiveness.

## **Deliver**

- Work closely with the Catering Manager to ensure alignment with overall café and catering goals, and assist with scheduling, events, and menu adjustments as needed.

## **Lead**

- Lead and supervise a small team of café staff, ensuring they are well-trained, motivated, and adhere to café policies and procedures. Provide guidance and support during shifts and assist in onboarding new team members.

## **Innovative**

- Look for opportunities to generate additional and repeat business.
- Assess feedback from customers around staff delivery and look at new ways to develop the experience they receive.

## **Compliance**

- Ensure that all food handling, storage, and preparation comply with health and safety regulations. Monitor kitchen and café hygiene, and work with the team to keep the café environment clean and safe.
- To understand and implement the Nest's Safeguarding policy, procedures, and best practice guidelines in your role and use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- Hold a commitment to equality and diversity in the workplace.

# PERSON SPECIFICATION

| KNOWLEDGE, SKILLS & EXPERIENCE  | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| Proven experience in a supervisory or leadership role within a café, restaurant, or similar food service environment. | ✓         |           |
| Strong customer service skills with a positive, "can-do" attitude   | ✓         |           |
| Basic understanding of food safety, hygiene, and health regulations   | ✓         |           |
| Strong customer service skills with a positive, "can-do" attitude.  | ✓         |           |
| Ability to manage and motivate a team in a busy, fast-paced environment.  | ✓         |           |
| Experience with POS systems.  |           | ✓         |
| Barista experience or knowledge of coffee preparation   |           | ✓         |
| Budget management experience  |           | ✓         |
| PERSONAL ATTRIBUTES   | ESSENTIAL | DESIRABLE |
| Growth – Willingness to learn and attend training courses to enhance own professional development                     | ✓         |           |
| Integrity – Always work in line with the Foundation's values and behaviours   | ✓         |           |
| Belonging – Ability to work individually and as part of a team  | ✓         |           |
| Resilience – Ability to work with others to show innovation, strive for continuous improvement and solve problems     | ✓         |           |
| Pride – A drive to help people achieve their goals and have an excellent experience with us.                          | ✓         |           |
| Commitment – Willingness to work unsocial hours, including evenings and weekends                                      | ✓         |           |

# WHERE WILL I WORK?

The Nest's facilities provides a positive and vibrant environment for all its employees. Along with our fantastic visitor and customers, The Nest's facilities also hosts much of the Community Sports Foundation's workforce.

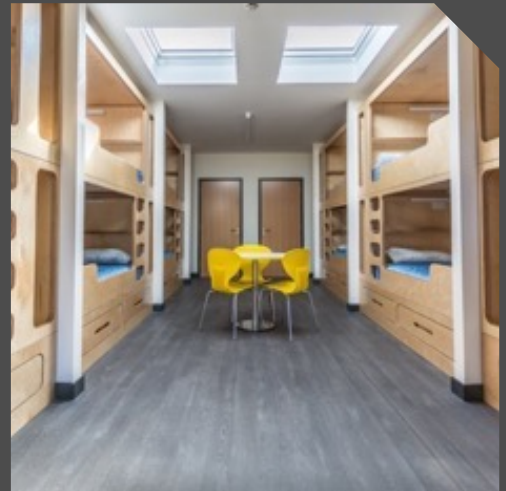
Our nurturing ethos to be inclusive and support our community means that you may work alongside disadvantaged young people, apprentices, students undertaking work experience or people with disabilities.

Free car parking is available for all staff on site. An hourly bus (route 35) connects The Nest to the city centre and Carrow Road.

At times you may be requested to work at Norwich City Football Club, Carrow Park or any one of our other sports facilities.

As The Nest develops or operates other sites, you may be required to be based at the other venues:

The Nest: NR10 3AQ  
Carrow Road: NR1 1JE





## THE NEST VISION

To create a safe, nurturing environment that allows people in our community to develop skills, get active, and realise their potential

## EMPLOYEE BENEFITS\*

|   |   |
|---|---|
| Discretionary incentive scheme  | 20% discount off food and drinks whilst working at The Nest   |
| Access to Norwich City match tickets  | Canaries retail store and stadium restaurant staff discounts  |
| 28 days holiday (including bank holidays), plus additional holiday over Christmas | Cycle to Work Scheme  |
| Personal celebration day  | Free parking on all Foundation sites                          |
| Enhanced employee training programme  | 30-minute wellness workout included in daily working hours    |
| Flexible working  | Death in service benefit and Employee Assist Programme access |



# APPLICATION PROCESS

All applications must be submitted through our online Safer job application form and must be accompanied by an up-to-date CV and supporting letter detailing why you would be suitable for the role [www.communitysportsfoundation.org.uk/vacancies](http://www.communitysportsfoundation.org.uk/vacancies)

**Application Deadline: 9am 14<sup>th</sup> February 2024**

**Interview Dates: 18<sup>th</sup> February or on request 2024**

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. All candidates shortlisted for interview will be informed by email or phone. If you have not been contacted within a week of the closing date, this means that you have been unsuccessful on this occasion.

For more info please email: [csfrecruitment@norwichcitycsf.org.uk](mailto:csfrecruitment@norwichcitycsf.org.uk)

## SAFEGUARDING STATEMENT

Norwich City CSF and The Nest are committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory DBS Check and references.

## EQUALITY STATEMENT

Norwich City CSF and The Nest are committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.





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