



Recruitment pack – Food & Beverage Supervisor

Rooting for people, plants and place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable. These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place. Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for skills development
- Support pride in place
- Improve inclusion and representation of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All the income we raise funds the Trust.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact rebecca.woodham@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,
Kate Johnson
CEO

FOOD & BEVERAGE SUPERVISOR

Job Role:	Food & Beverage Supervisor
Team:	Operations
Reports to:	Head of Operations
Salary:	£26,208.00
Working hours:	37.5 hours a week (excluding breaks) *
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	13 th November 24
Interview date:	wk. of the 18th of November 24

**The schedule will consist of 5 shifts spread across weekdays, evening and weekends*

Job Purpose

The Food & Beverage Supervisor plays a critical role in ensuring the smooth operation of the food and beverage offerings at the Palm House, covering the café, kiosk, bar operations and in-house pop-up food events.

The Supervisor works alongside the Events coordinators and the Housekeeping Supervisor, reporting to the Head of Operations. Additionally, this role will contribute to the overall visitor experience by supporting service quality, developing new concepts, and holding occasional Duty Manager responsibilities.

What you will be doing – key responsibilities

- Oversee the set-up and close-down of the café, kiosk, and bar to maximize efficiency.
- Supervise a team of food and beverage assistants
- Oversee daily operations, ensuring teamwork, exceptional customer service, and well-presented goods.
- Ensure compliance with food safety regulations
- Manage rotas including managing leave for café, kiosk, and bar teams.
- Handle stock management, including ordering, reducing waste, stock counts, and updating systems.
- Collaborate with other supervisors and managers to promptly address any operational issues.
- Assume duty manager responsibilities, managing and instructing front of house teams and ensuring a safe working environment and adherence to Palm House policies.

Health & Safety

- Complete training in First Aid, Fire Marshal, Manual Handling, Level 2 Food Hygiene, Allergen Awareness
- Complete personal license holder training (if not already obtained)
- Ensure food and beverage assistants complete essential training on induction and on an annual basis.
- Ensure compliance with Food Standards and other regulatory requirements.
- Assist with reviewing and updating risk assessments and method statements for the café, kiosk, and bar.
- Act as the first point of contact for any health and safety concerns when acting as Duty Manager.
- Review risk assessments before events and activities under your supervision.

HR

- Inspire and motivate teams to deliver excellent customer service and maintain high standards.
- Ensure clear and consistent communication across café, kiosk, and bar teams to enforce policies and procedures.
- Induct new staff and obtain necessary documentation.
- Support performance management of team members in collaboration with the Head of Operations.

Finance

- Handle cashing up and escalate any material discrepancies.
- Work to meet sales and cost targets as set by the Head of Operations to ensure budget alignment.
- Assist in managing the income and expenditure for food and beverage operations.
- Complete Purchase Orders as required for the role.
- Propose new income streams and approaches to enhance food and beverage offerings.
- Review weekly timesheets for the café, kiosk, and bar to ensure payroll accuracy.

Person Specification

Essential

- Experience in hospitality, particularly in a café environment.
- Strong understanding of Food Standards and relevant qualifications for food and beverage operations.
- Experience in stock management and building supplier relationships.
- Passion for delivering excellent customer service and effective teamwork.

- Attention to detail with a commitment to maintaining high service standards.
- Strong communication skills.
- Ability to work in a fast-paced environment and handle issues proactively.
- A willingness to work evenings and weekends as required.
- Strong IT skills and experience using Epos systems and analyzing sales reports.
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Desirable

- Previous training or qualifications in First Aid and manual handling.
- Personal License Holder (this can be provided for by SPPH if needed)

Benefits

- 25 days plus bank holidays annual leave per year, increasing to 27 days plus bank holidays after 3 years of service
- A wellbeing day
- After your 3-month probationary period, sick leave will be paid at 2 weeks full pay followed by 2 weeks half-pay, increasing to 4 weeks full pay followed by 4 weeks half-pay, after 3 years of service.
- Access to a free employee assistance scheme through our HR provider
- 30% discount off Sefton Park Palm House merchandise (with some exceptions), food and drinks
- Cycle to work scheme

How to apply

Please submit your application form, covering letter and Equalities Monitoring Form to colette.roberts@palmhouse.org.uk by Monday 13th November 2024

Shortlisted candidates will be contacted for an interview with the Head of Operations.