



Recruitment pack – Café and Bar Supervisor

# Rooting for people, plants & place

## Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Palm House 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 education & skills development
- Support pride in place
- Include and be representative 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's activities.

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 [kate.johnson@palmhouse.org.uk](mailto:kate.johnson@palmhouse.org.uk).

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO



## Café and Bar Supervisor

Sefton Park Palm House, Liverpool, L17 1AP

£28,478 pro rata (£15,184)

Fixed term (1 year)

20 Hours per week

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The Café and Supervisor is responsible for supporting the smooth day-to-day operation of the café, kiosk, and bar services. This is a practical supervisory role. You will lead by example, ensuring excellent customer service, strong team performance, and compliance with food safety and licensing standards.

You will work closely with the Café and Bar Manager and other colleagues and will occasionally act as Duty Manager when required.

The shift patterns for this role may vary depending on operational requirements and are based on a 7 day a week operation. However, due to the Palm House public opening hours, shifts will predominantly be on Sunday through to Thursday and will involve evening and weekend work.

### Key Responsibilities

#### Operations

- Oversee the daily set-up and close-down of café and bar operations.
- Supervise Food & Beverage Assistants during service, ensuring efficiency and high standards.
- Support the delivery of in house catering for some events
- Maintain excellent presentation of counters, displays, and service areas.
- Support the delivery of food and beverage services during events and private hires.
- Monitor stock levels, conduct stock counts, and reduce waste.
- Address operational issues promptly in collaboration with other supervisors.

#### Team Supervision

- Provide day-to-day direction and support to café and bar teams.
- Assist with rota management, including coordinating leave requests.

- Induct new staff and ensure completion of required documentation and training.
- Encourage a positive team culture focused on quality and customer care.
- Support performance management conversations together with the Café and Bar Manager

### **Health, Safety & Compliance**

- Ensure compliance with Food Standards, licensing laws, and Palm House policies.
- Complete and maintain training in First Aid, Fire Marshal, Manual Handling, Level 3 Food Hygiene, and Allergen Awareness.
- Obtain a Personal Licence (if not already held).
- Assist in reviewing and implementing risk assessments and method statements.

### **Financial & Administrative Support**

- Complete cashing-up procedures.
- Review weekly timesheets for payroll accuracy.
- Work towards achieving sales and cost targets set by the Café and Bar Manager
- Suggest new ideas and initiatives to enhance food and beverage income streams.

### **Duty Management Responsibilities**

During times when you are the assigned duty manager you will:

- Ensure opening and closing procedures for the Palm House are carried out ensuring the venue is safe, clean, presentable and welcoming for visitors.
- Act as lead fire marshal or lead contact in a fire evacuation or other emergency, liaising with internal colleagues and emergency services
- Manage any building issues during the day including liaising with external contractors as appropriate.
- Ensure health and safety risk assessments are followed and manage any health and safety incidents or near misses and ensure accurate recording and reporting through agreed processes.
- Take the lead in resolving visitor or client complaints during the day.
- Act as a point of contact for the front of house teams (including where you do not have direct line management)
- Ensure food safety protocols are followed by the food and beverage team and ensure cash handling procedures are followed.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessary in line with the overall objectives of the organisation.

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# Person Specification

## Essential

- Experience in hospitality particularly within a café or bar environment.
- Experience in supervising a team, with the ability to motivate others.
- Good understanding of food safety standards and compliance requirements.
- Experience with stock control and supplier coordination.
- Strong customer service skills
- Excellent communication and organisational skills.
- Ability to remain calm and proactive in a fast-paced environment.
- Flexibility to work evenings and weekends.
- Commitment to Equity, Diversity, Inclusion and Belonging
- Alignment to the Palm House values.

## Desirable

- Experience in event catering
- Food safety qualification
- Personal Licence Holder (training can be provided)

## How to apply

Please submit your CV and covering letter to [colette.roberts@palmhouse.org.uk](mailto:colette.roberts@palmhouse.org.uk).

### PLEASE NOTE:

The recruitment for this role is conducted by Hesketh James Ltd. By applying, you confirm that you are happy for your details to be forwarded to Hesketh James Ltd for legitimate job-finding purposes only.