

## JOB DESCRIPTION

JOB TITLE: Café Supervisor

RESPONSIBLE TO: Head of Hospitality

DATE PREPARED: April 2026

### 1 JOB PURPOSE

The Hepworth Wakefield Café operates across our gallery and garden cafés, alongside a vibrant events program. We pride ourselves on a seasonal, sustainable menu that champions local suppliers and reflects the creative spirit of the gallery. As a key part of our commercial business, the catering team provides vital income that ensures the gallery's continued viability and long-term sustainability.

The Café Supervisor serves as a vital member of the front-of-house leadership team, working in close partnership with the Café Manager to oversee daily cafe operations and maintain the highest standards of hospitality. You will take a hands-on approach to the delivery of exceptional service, ensuring a seamless experience across daily café shifts and bespoke evening events while maintaining warm, professional, and composed atmosphere.

The Café Supervisor will play a key role in the operational success of the cafe—leading by example in visitor engagement, mentoring the Catering Assistants, and managing front-of-house stock and inventory. You will work collaboratively with the kitchen and wider hospitality team to ensure a consistent, high-quality visitor journey that is both efficient and profitable.

### 2. KEY RESULT AREAS

- Work closely with the Café Manager to provide operational leadership, ensuring the daily operation of the THW Café is proactive and professional through meticulous planning and clear communication across all departments.
- Provide team supervision by leading the Front of House team, delegating daily stations and tasks to ensure a seamless flow of service and exceptional visitor

experience throughout the shift.

- Manage pre-shift coordination by liaising with the Head Chef and Sous Chef to conduct daily briefings, updating the team on menu changes, group bookings, dietary requirements, and any factors both internal & external that will influence what's required on the day.
- Maintain service excellence by leading by example, assisting with order-taking, ensuring all food and drink are served to a consistently high standard in a friendly, efficient manner.
- Assist the Café Manager in training the team, ensuring everyone is skilled in every aspect of the THW Café (including allergen awareness, menus, coffee & tea service, supplier knowledge, and the wider THW offer) to provide a seamless and informed visitor experience.
- Ensure financial accuracy by managing the POS system, including daily float setup, secure payment processing, and strict adherence to end-of-day cashing-up procedures, while ensuring all products, stock levels, and VAT rates are correctly configured and maintained.
- Oversee inventory and waste management by monitoring and rotating stock to minimise waste, managing stock spreadsheets for front-of-house consumables, and coordinating with the Café Manager on weekly deliveries.
- Ensure all menus and signage, across both physical displays and the THW website, are accurate, professionally presented, and reflect the current daily or weekly offerings.
- Maintain the THW brand experience by overseeing the café's cleanliness, layout, and visual presentation, ensuring every visitor enjoys a welcoming and high-quality environment.
- Support event coordination by overseeing catering provisions for room bookings and private events, working with the wider hospitality team to ensure all client requirements are met.
- Ensure strict compliance with all food hygiene, allergen protocols, and health and safety regulations across the entire catering team.
- Any other duties as reasonably requested by the Café Manager or Head of Hospitality.

### 3 ADDITIONAL INFORMATION

We are committed to improving diversity within our organisation and we expect all our employees to share this commitment and help us to achieve these goals.

All staff must carry out all duties in accordance with our policies and procedures.

#### 4 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

E = Essential    D = Desirable

Experience of supervising or leading a team in a busy customer facing environment.	E
Have great team working skills to be able to motivate and lead a team.	E
Have basic barista skills using a commercial espresso machine. Where needed, barista skills training and ongoing support will be provided by the Café Manager.	D
A passion for high quality food and drink.	E
Commitment to delivering excellent customer service.	E
Performs well under pressure and thrives in a busy environment.	E
Confident, enthusiastic, efficient and results driven.	E
A commitment to anti-racism, diversity & equality in the workplace.	E

#### 5 BASIC TERMS AND CONDITIONS

- The salary offered for this position is £27,052 per annum pro rata.
- This is a permanent position.
- Part-time – minimum 15 hours / up to 22.5 hours per week, including weekends.
- There may be an occasional requirement to work overtime which will be paid at your normal hourly rate.
- Probationary period of 6 months.
- Notice period 1 week during probation.
- The place of work is The Hepworth Wakefield, Gallery Walk, Wakefield, WF1 5AW.
- 25 days annual leave per annum plus bank holidays (pro rata), rising by a day each year of service up to a maximum of 28 days. The leave year runs from 1 April to 31 March.
- New employees meeting the criteria will be auto enrolled into a pension scheme run by Royal London, including an employer contribution of up to 6%.
- Enhanced maternity, paternity and adoption entitlements.
- Enhanced sick pay entitlements.
- Employee Assistance Programme offering confidential support services.
- Free eye tests run by Specsavers.
- Staff discount in the shop and café.