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# Candidate Pack



**COPPER  
BEECH  
CAFÉ**

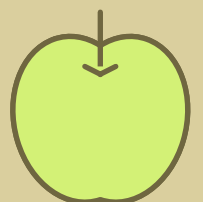


Copper Beech Café is a bright and modern café near to North Dulwich station, with inside and outside space. The café serves specialist coffee, smoothies, cakes, pastries, toasties and seasonal additions, all of which are prepared by staff.

Based on the JAGS Sports Club site, it functions as a café to the public during club hours and a sixth form café during term time/school hours. The team is hardworking, and many members of staff have been with us since our opening in 2017.

We have a current vacancy for a weekend supervisor to lead our hardworking weekend team and support the Manager.

CBC rewards contracted employees with a competitive salary and fantastic benefits, including 25 days holiday, Employer Pension Contributions, free membership to JAGS Sports Club, Cycle Scheme, Dulwich Picture Gallery access, free lunches and training opportunities.



### Café Supervisor

£13.22 per hour

JAGS Sports Club

26 hours including 16 hours at the weekend

#### Purpose of Job

The successful candidate will oversee the team when the Manager is not onsite and will be responsible for ensuring everyone is working as efficiently as possible to create the best experience for our customers, both in terms of service and product.

#### Tasks

- Support the Manager in ensuring staff performance and excellent standards of drinks, food and customer service
- Lead by example with good practice
- Managing the delegation of staff on shift
- Set tasks for quieter periods
- Ensure excellent levels of food safety

#### Essential experience, qualities, and skills

- Barista trained
- Min. one year experience as a supervisor
- Min. one year experience of working in a café
- Excellent communication skills
- Time management skills
- Customer focused
- Ability to work well under pressure
- Confident and able to interact with people of all ages
- People-focused, interested in creating a positive environment for customers & team
- Proactive, with a strong work ethic and willingness to cover all bases

#### Desirable experience

- Level two Health and Safety certificate

#### Pay & Benefits

- £13.22 including 12% annual leave allowance
- Membership to JAGS Sports Club



Assist the Manager in the day to day operation and service of CBC.

Supervise the weekend team and ensure the smooth running of the cafe when the Manager is not on site.

Determine the most efficient team format, allocating stations for members of staff and ensuring roles are adhered to.

Foster a united team, where everyone feels included, valued and informed. Empower members of staff to take ownership of their work and be proactive.

Uphold standards of customer service and quality control, always seeing everything from a customer's perspective and encouraging the team to follow suit.

Deal with difficult situations as they arise, always working towards a positive solutions whereby customers feel valued, happy and listened to.

Oversee standards of Food and Hygiene, ensuring that the cafe meets all the requirements to protect it's five star award. This includes making sure that all the fridge temperature checks and cleaning tasks are completed, that the kitchen and fridge are maintained to an excellent standard and that correct utensils are used according to allergen guidelines.

Act as the main contact for suppliers and colleagues in absence of the Manager.







## How to Apply

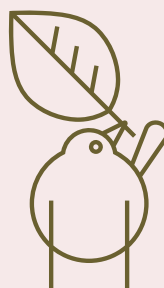
If you are interested in this role and have relevant experience, we'd love to hear from you! We welcome and encourage applications from underrepresented groups, especially from people from ethnic minority backgrounds and/or people with disabilities.

To apply, please send an email to Martha Paton at [manager@copperbeechcafe.com](mailto:manager@copperbeechcafe.com), including your CV and a cover letter, outlining your interest in the role and your most relevant experience. Before submitting your application, please familiarise yourself with our cafe and the range of exhibitions and activities by visiting [www.copperbeechcafe.com](http://www.copperbeechcafe.com).

CBC is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers, the Disclosure and Barring Service and overseas police check if necessary. Candidates from overseas must provide information about their past conduct, for example, by providing documents issued by overseas teaching authorities.

**Jags Sports Club**  
**Red Post Hill**  
**London SE24 9JN**

[Jagssportsclub.co.uk](http://Jagssportsclub.co.uk)



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