

Job Description



Job title:	Temporary Café Supervisor
Department:	Catering
Reporting to:	Catering Manager
Salary:	£13.03 per hour
Employment status:	Fixed-term contract of employment to cover the summer season 2026 Hours: Part-time, a minimum of 16 hours per week worked according to rotas with focus on weekend working days
Location:	The Loft Café

Purpose of the role:

The Cathedral is seeking a dedicated, efficient and reliable Temporary Café Supervisor employed on a fixed-term contract of employment to cover the summer season 2026. The postholder will manage the daily Café operation and support external catering activities.

Main duties and responsibilities:

- Ensure the smooth running of the front of house and kitchen day-to-day operation of the Loft Café, maintaining the highest possible customer service and food safety standards.
- Supervise, coach and train the team to deliver an exceptional customer experience to every customer.
- Ensure communication between front of house and kitchen staff to ensure the service runs efficiently.
- Ensure accurate and secure completion of all cash routines.
- Ensure all food, drinks and ingredients are stored safely and within date and that stock is rotated.
- Ensure stock levels are maintained, realistic for the trading season and that stock records are accurate.

- Support the Catering Manager/Deputy Catering Manager/Café Supervisor with catering resourcing routines.
- Ensure completion of temperature and cleaning records.
- Communicate handovers to the Catering Manager/Deputy Catering Manager/Café Supervisor.
- Manage customer complaints politely and take appropriate action as required.
- Assist in liaising with and supporting other Cathedral teams.
- Deputise for the Deputy Catering Manager/Café Supervisor when necessary to provide holiday, event and sickness cover.
- Ensure that all relevant statutory requirements are met.

About Us

The City of Wells

Situated on the edge of the Mendip Hills in the County of Somerset, Wells is one of England's most beautiful and compact cities, built around the beautiful Cathedral of St Andrew. Its picturesque surroundings include a charming market square and High Street, the Bishop's Palace, and the magnificent Vicars' Close, Europe's oldest continuously inhabited street.

The Cathedral

Wells Cathedral is one of England's most beautiful and significant Cathedrals, which has been inspiring pilgrims for nearly 850 years. It is the seat of the Bishop of Bath and Wells and the Mother Church of the Diocese of Bath and Wells and plays an important role in the cultural identity of Somerset. The Cathedral represents the area's spiritual and cultural heritage and is for many a symbol of local pride, and a place that connects the present-day community to centuries of history and Christian tradition. Wells Cathedral has deservedly gained an enviable reputation for its lovingly maintained Gothic architecture, its world-class music, and its warm welcome to some 300,000 visitors each year, as well as around 150,000 people who come to the Cathedral for services, concerts, and events.

Underpinning the life, worship, and ministry of the Cathedral is a diverse organisation which oversees a diverse tapestry of activity. The Cathedral is also a regular host to a number of external organisations who provide concerts, events, and private and public gatherings, furthering our links with the community. Following the implementation of the Cathedrals Measure 2021, Wells Cathedral is registered as a Charity and is now dually regulated by the Charity Commission and the Church Commissioners. The Chapter is the governing body of the Cathedral, and the Chapter members are Trustees of the Charity.

Further details of the Cathedral's life may be found on the Cathedral's website:

www.wellscathedral.org.uk.

Person Specification

Qualifications and Experience

Essential

- Experience of working in a supervisory role in a catering environment
- Experience of coaching, training and supervising team members
- Experience of handling financial transactions
- Grade 4 (C) or above achieved in GCSE (or equivalent) examinations in English and Math
- Holding a valid training certificate for Food Safety – Level 2 training

Desirable

- Holding a valid Emergency First Aid at Work training certificate

Skills and Abilities

Essential

- Good communication skills
- Good organisational and interpersonal skills
- Good numeracy and literacy skills
- Good time management skills
- Ability to anticipate problems before they occur
- Ability to remain calm under pressure
- Proactively seeking tasks when trade is slow
- A role model able to motivate a team

Work-related Personal Qualities

Essential

- Reliable
- Punctual
- Maintaining excellent personal hygiene standards and high professional standards
- Demonstrating commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults

Main Terms & Conditions

Employment status:	Fixed-term												
Location:	Wells Cathedral												
Hours of work:	Fixed-term contract of employment to cover the summer season 2026 Hours: Part-time, a minimum of 16 hours per week worked according to rotas with focus on weekend working days												
Discount:	A discount of 10% is available from the Cathedral Shop and The Loft Café.												
Parking:	Limited parking is available in the Cathedral car park. Cars are parked at the risk of the owner.												
Pension:	Defined Contribution Scheme. Contributions as % of salary: <table><tr><td>Age</td><td>Employee</td><td>Employer</td></tr><tr><td><50</td><td>3%</td><td>5%</td></tr><tr><td>50–55</td><td>4%</td><td>8%</td></tr><tr><td>>55</td><td>5%</td><td>10%</td></tr></table>	Age	Employee	Employer	<50	3%	5%	50–55	4%	8%	>55	5%	10%
Age	Employee	Employer											
<50	3%	5%											
50–55	4%	8%											
>55	5%	10%											
Expenses:	All reasonable working expenses will be met in line with Cathedral policy.												
Holiday:	Holiday (inclusive of bank holidays): 6.8 weeks per holiday year. The holiday year runs from 1 January to 31 December.												
Probation:	This post will be subject to a probationary period of 1 month.												

How to Apply

Applications:

Closing date: **Sunday 19 July 2026, 5pm.**

A completed [Application Form](#) and [Equal Opportunities Monitoring Form](#) should be returned to the Human Resources Department by email to: recruitment@wellscathedral.org.uk.

Shortlisting:

Shortlisting date: **Monday 20 July 2026.**

To ensure the fairness of the selection process, shortlisting will be based upon the information which you provide in your application and assumptions will not be made about your experience or skills.

We will look for demonstrable evidence that you meet the criteria set out in the person specification. Information provided on the application form will be viewed by HR, the recruiting manager, and interview panel. All applicants will be notified of the outcome of the shortlisting process.

Selection process:

Interview date: **Monday 27 July 2026.**

Further details about the selection process will be provided to shortlisted candidates.

The appointment will be subject to the satisfactory completion of pre-employment checks, including references and a satisfactory basic DBS check.

Further information:

We hope you find this pack provides all the information you need in order to consider your application for this post.

If you have any questions, or would like an informal conversation about the post, please contact the Human Resources department by email to recruitment@wellscathedral.org.uk.

Safeguarding

We are committed to the safeguarding and protection of all children, young people, and adults, and the care and nurture of children within church communities. We will carefully select, train, and support all those with any responsibility within the Church, in line with Safer Recruitment principles.

This means that we will:

- Ensure that our recruitment and selection processes are inclusive, fair, consistent, and transparent;
- Take all reasonable steps to prevent those who might harm children or adults from taking up positions of respect, responsibility, or authority where they are trusted by others; and
- Adhere to safer recruitment legislation, guidance, and standards.

Further information can be found in our Safeguarding Policy available on the Cathedral website at www.wellscathedral.org.uk/safeguarding

The successful candidate will be required to complete a Declaration of Suitability Form as part of our recruitment process when an offer of employment is made. This form is strictly confidential and, except under compulsion of law, will be seen only by those involved in the recruitment/appointment process. All forms will be kept securely in compliance with the UK General Data Protection Regulation and the Data Protection Act 2018.