



## Job Description: Community Café Supervisor

Hours per Week:	30 hours
Salary:	£25,428 per annum + 5% pension
Contract:	Fixed term until March 2027 (with possible extension)
Annual Leave:	27 days per year plus Bank Holidays (pro rata)
Reporting to:	Chef Manager

Kingston Voluntary Action (KVA) is a long-established and well-respected infrastructure support organisation for the voluntary and community sector in the Royal Borough of Kingston. We are an expanding infrastructure organisation with an ambitious team and a great working culture.

As part of our expansion, we have recently opened [KVA's Surplus to Supper Hub](#), a community driven initiative, aimed at bridging the gap between food insecurity and food waste in our borough. This project is a great partnership between Surplus to Supper Trust CIO, Places Leisure - Malden Centre, Royal Borough of Kingston and Kingston Voluntary Action. We implement and deliver the [Surplus to Supper](#) model into Kingston as per licencing agreements.

We are now looking to open a **Community Café with a Kitchen** at the same site, Malden Centre, New Malden. The café will be offering a welcoming, affordable, and inclusive space for local residents seven days a week, with an ambition to extend the hours once we have understood the demand. Our vision is for a warm, safe and inclusive café which will grow into a hub of community connections and activities and volunteering opportunities.

### Job Overview

To ensure the Café is a success from the start we need staff to hit the ground running. With experience of working in a café and commitment to delivery of professional and effective customer service, you will have an exciting opportunity to contribute to the forming of the café's offer. You will work collaboratively with the chef and café assistant as well as with the KVA's Surplus to Supper excellent Team which includes 30 passionate volunteers. To will also coordinate catering events.

## **Job Purpose**

To oversee day-to-day running of the café, ensuring high-quality service, and effective coordination of staff and volunteers. You will be working closely with the Chef to ensure smooth operations in the back and front of house.

## **Main Duties and Responsibilities**

### Customer Service

- Welcome and serve customers in a friendly, respectful and inclusive manner
- Provide clear information on menu items and allergens
- Respond to and resolve customer queries or issues
- Support vulnerable customers with patience and care
- Process payments, cash/till transactions

### Food Preparation

- Support the chef with food preparation (chopping, assembling, portioning)
- Ensure food is labelled correctly and safely
- Oversee high standards of food hygiene and safety

### Operations Management

- Manage daily café operations (front and back of house)
- Ensure opening and closing procedures are followed (including setting up and cashing up at the end of the day)
- Provide regular reports to give clear view of the café's financial status
- Participate in events and catering activities in Malden Centre and externally as required
- Oversee stock deliveries, storage, rotation and distribution
- Liaise with suppliers and partners as required

### Compliance and Record Keeping

- Maintain records (cleaning logs, temperature logs, stock records)
- Ensure food safety and allergen standards are upheld
- Report maintenance or safety issues

## **Team Management**

- Supervise café assistants and café volunteers
- Coordinate café staff and volunteer rotas, attendance, and support needs
- Provide training, guidance, and supervision for café staff
- Organise and run team meetings

## Personal and Professional Development:

- Participate in KVA Appraisal process and identify learning and development needs.

**This job description will be subject to regular review and adjustments.**

**Additional requirements:** Working hours may include occasional evening and weekends. The role will be based at Malden Centre, New Malden Kingston. This role will be subject to satisfactory references and DBS check.

**We welcome and encourage job applications from people of all backgrounds.**

## Person Specification

<b>Education</b>	<b>Essential</b>	<b>Desirable</b>
Level 2 food hygiene and safety certificate	X	
Allergen Awareness Training		X
First Aid at Work		X
<b>Experience</b>		
Previous experience of working in hospitality or café setting	X	
Experience of managing stocks	X	
Hands-on experience with professional coffee machines	X	
Experience of adhering to relevant legislation and health and safety	X	
Experience of operating a till	X	
Experience of working in charitable/community sector		X
Experience of working with volunteers		X
<b>Skills, Knowledge and Abilities</b>		
A positive approach to excellent customer service and a commitment to quality.	X	
A focused collaborative approach to working within a team, partners and a wider community		X
Strong organisational skills	X	

Ability to manage people and processes effectively	X	
Flexibility to meet the changing nature and needs of the service	X	
Self-motivation and ability to use own initiative	X	
Good problem-solving skills	X	
Ability to work under pressure and at pace	X	
Availability to work within opening hours (including weekends and holidays)	X	
Excellent verbal and written communication skills	X	