

Join our team as a

Café Supervisor



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**Rotherham
Hospice**
Living Life's Wishes

Registered Charity No. 700356

About Us

Rotherham Hospice is a charity dedicated to the people of Rotherham, offering specialist palliative and end of life care to our community since 1996.

We provide comprehensive, compassionate care through two primary patient services:

- 24-hour, 14-bed Inpatient Service
- 24-hour Hospice at Home Service

Additionally, we offer wider support to patients and their families through:

- Complementary therapies & hairdressing
- Counselling and Bereavement Support for adults, children and teenagers
- Day services with individual and group sessions
- Family memory events
- Occupation therapy and physiotherapy
- Social work
- Spiritual care
- Tailored experiences for patients and loved ones



Our Purpose

Easing the physical and emotional pain of death and dying for everyone in our community.

Our Vision

Everyone in our community can easily and confidently access palliative and end of life care tailored to their individual needs and wishes, wherever and however they choose.

Our Goal

To grow a stronger, more financially resilient, responsive and exceptional hospice, providing and promoting holistic, personalised and innovative palliative and end of life care for all.

Our Proposition

To ensure a dignified death for all – one that is reflective of one's own life.

Our Essence

Adding more life to every day.

About the Role

The Café Supervisor at Parkgate Café is responsible for overseeing the day to day running of a busy café, ensuring excellent customer service and high operational standards. This is a hands on role, combining front of house leadership with food preparation and cooking responsibilities.

You will lead the café floor, manage staff and volunteers, oversee rotas and administration, and maintain a welcoming and efficient service environment. In addition, you will take ownership of the café's financial performance, managing costs and supporting profitability.

The role requires strong leadership, organisation, and commercial awareness, ensuring full compliance with food safety, health & safety, and operational procedures at all times.



Job Title	Café Supervisor
Responsible to	Head of Trading
Line Management	Front of House Team, Baristas, Volunteers
Salary	£26,924- £30,375 depending on experience
Hours of Work	37.5 hours per week
Contract type	Permanent
Location	Rother Tasty Parkgate Cafe, Rotherham, S62 6EJ
Probation period	1 month

Benefits

- **Holidays.**

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.

- **A supportive & comfortable working environment.**

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.

- **Hassle-free parking at no cost.**

No one is more than a couple of minutes' walk from the Hospice.

- **Great meals & drinks.**

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 25% off without even leaving the building.

- **Reassurance.**

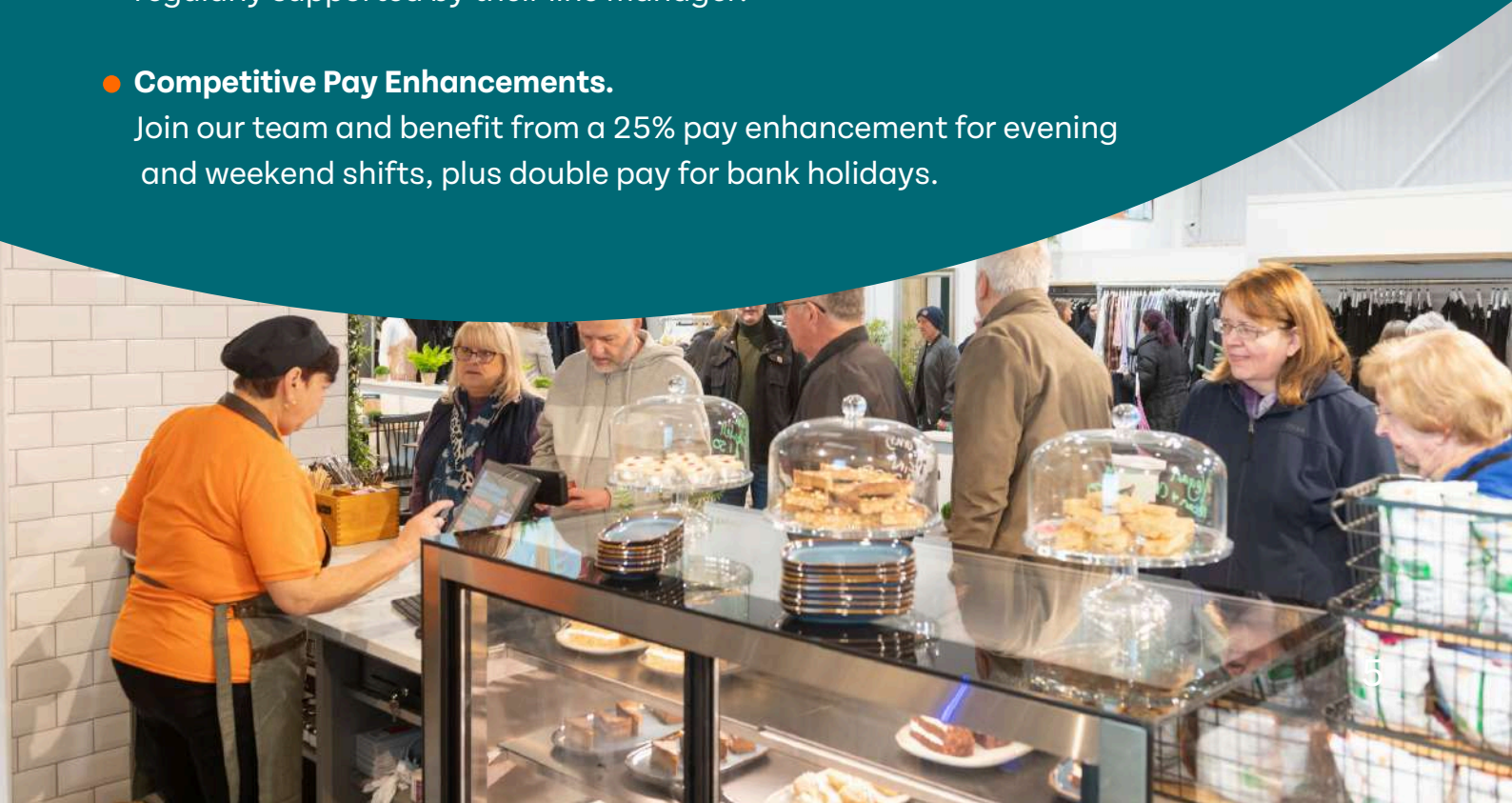
Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 4x your annual salary should you die whilst working in our service.

- **Training & development.**

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.

- **Competitive Pay Enhancements.**

Join our team and benefit from a 25% pay enhancement for evening and weekend shifts, plus double pay for bank holidays.



Key Responsibilities

Café Operations & Leadership

- Lead the daily operation of the café, ensuring smooth and efficient service
- Supervise Front of House staff, Baristas, and volunteers
- Ensure rotas are completed and staffing levels meet business needs
- Maintain a welcoming and customer focused environment
- Oversee till operations, cash handling, and daily reconciliation
- Ensure high standards of cleanliness and presentation

Food Preparation & Cooking

- Prepare, cook, and present café food to a consistently high standard
- Support delivery of a fresh, high quality café menu
- Ensure food is prepared in line with food safety, hygiene, and allergen regulations
- Maintain a clean, organised, and efficient kitchen environment

Financial Management (P&L Responsibility)

- Take ownership of the café profit and loss performance
- Monitor sales, labour costs, and cost of goods to ensure profitability
- Manage staffing levels in line with budget and trading patterns
- Control food and beverage costs through effective ordering and waste management
- Analyse performance and identify opportunities to improve revenue and reduce costs
- Support pricing, menu decisions, and promotions to drive sales

Food Safety, Compliance & Standards

- Ensure compliance with all food safety, hygiene, and Health & Safety regulations
- Maintain HACCP procedures, temperature logs, and cleaning schedules
- Act as an allergen champion, ensuring accurate customer information
- Ensure all staff and volunteers follow correct food handling procedures

Key Responsibilities Cont.

Stock Control & Ordering

- Manage stock levels and place orders in line with business needs
- Monitor stock rotation, storage, and waste reduction
- Carry out stock checks and maintain accurate records
- Liaise with suppliers where required

People Management & Training

- Support recruitment, induction, and training of staff and volunteers
- Provide leadership and direction during service
- Foster a positive, inclusive, and high performing team culture
- Ensure all team members understand their roles and responsibilities

Administration & Compliance

- - Ensure all administration is completed accurately and on time
- - Maintain records including rotas, compliance logs, and training records
- - Support audits and ensure documentation is up to date
- - Assist in improving processes and operational efficiency

Customer Experience

- Deliver excellent customer service and respond to feedback professionally
- Create a welcoming environment for all customers
- Support development of the café offer and continuous improvement

Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Skills & Experience		
Experience in a café, hospitality, or catering environment	Y	
Experience preparing and cooking café style food	Y	
Knowledge of food safety, hygiene, and allergen regulations	Y	
Experience supervising or leading a team	Y	
Experience with stock control and ordering	Y	
Strong communication and customer service skills	Y	
Ability to work in a fast-paced, hands on role	Y	
Previous responsibility for P&L or budget management		Y
Barista experience or coffee training		Y
Experience working with volunteers		Y
Level 2 Food Safety & Hygiene Certificate (or willingness to obtain)		Y
Experience supporting menu development		Y
Personal Qualities		
Commercially aware with a proactive approach to improving performance	Y	
Strong leadership and organisational skills	Y	
Calm under pressure and able to multitask	Y	

Personal Specification Continued

Criteria	Essential	Desired
Personal Qualities Continued		
Friendly, approachable, and professional	Y	
Solution focused with attention to detail	Y	
Passion for great food and customer service	Y	
Flexible and adaptable	Y	

How to Apply

Please apply by submitting a CV and supporting statement, highlighting your suitability for the position and why you are interested, by email to: HR@rotherhamhospice.org.uk

All applications will be treated in the strictest confidence.

If you would like to request an informal conversation about the role prior to applying, please call the Hospice on 01709 308 900 or email humanresources@rotherhamhospice.org.uk

Closing date: 30th April 2026

