



Swansea Minster

The Minster Church of St Mary's Swansea



Senior Café Supervisor

Based at: The Minster Church of St Mary and Holy Trinity Swansea

Salary: £14,000 per annum (pro rata from £28,000 FTE)



Esgobaeth Abertawe ac Aberhonddu
The Diocese of Swansea and Brecon

JOB DESCRIPTION

Café Senior Supervisor

Job Title:	Café Senior Supervisor
Hours/FTE:	Part Time (18.5 hours per week, 0.5 FTE)
Contract Type:	Permanent
Salary:	£14,000 per annum (pro rata from £28,000 FTE)
Location:	Swansea Minster, St Mary's Square, Swansea SA1 3LP
Reporting To:	Operations Manager
DBS Required:	Enhanced DBS check through Church in Wales

Note: The Café Senior Supervisor is the lead operational role within a two-person café team. Alongside a Café Supervisor, they ensure full café coverage Monday to Saturday. The Senior Supervisor takes responsibility for day-to-day team coordination, compliance, and the ministry of welcome on behalf of the Minster.

Job Purpose

The Café Senior Supervisor will lead the day-to-day operation of the Swansea Minster Café, embodying the Minster's ministry of welcome and hospitality to all who enter. The postholder will oversee the practical running of the café, coordinate the two-person team and volunteer workforce, and ensure the highest standards of food service, safety, and pastoral care are maintained throughout every session. As a key member of the Minster's public-facing staff, the Café Senior Supervisor plays a vital role in creating a space where everyone — people of all faiths and none — is received with warmth, dignity, and genuine care.

Working Pattern

Shifts are arranged across Monday to Saturday within the following framework:

Day	Opening Hours	Shift (inc. set-up)
Monday – Friday	10:00–15:30	09:30–15:30 (6 hrs)
Saturday	10:00–15:00	09:30–15:00 (5.5 hrs)

The Senior Supervisor will work three days per week. Specific days will be confirmed on appointment. Occasional flexibility may be required to cover events, sickness, or annual leave.

Key Responsibilities

1. Ministry of Welcome and Hospitality

Serve as a primary expression of the Minster's commitment to generous, Christ-centred hospitality.

- Welcome every visitor to the Café warmly and attentively, ensuring all people — including those who are isolated, vulnerable, or marginalised — feel genuinely received.
- Foster a café environment that reflects the Minster's values of inclusion, dignity, and compassionate community.
- Support the pastoral dimensions of the café ministry, being attentive to the needs of regular visitors and those who use the Café as a point of connection with the Minster.
- Liaise with the Minster clergy and staff team to ensure the Café is integrated with wider Minster ministry, including services, events, and community outreach.
- Actively support the Brunch Club and other community outreach activities, providing hospitality that upholds the dignity of all participants.
- Coordinate hospitality provision for Minster services, concerts, talks, and special occasions, working closely with the Operations Manager and clergy.

2. Team Coordination and Volunteer Support

Support the Operations Manager in coordinating the café team and volunteer workforce to deliver a consistent, caring service.

- Act as the operational lead during sessions, providing day-to-day guidance to the Café Supervisor and volunteers.
- Coordinate the weekly rota for the café team and volunteer workforce in liaison with the Operations Manager, ensuring appropriate cover at all times.
- Act as the first point of escalation during sessions for the Café Supervisor and volunteers, referring matters to the Operations Manager as appropriate.
- Lead volunteer induction and ongoing guidance, nurturing a culture of welcome, teamwork, and Christian service.
- Support the recruitment and care of café volunteers in partnership with the Operations Manager.
- Maintain volunteer records including hours, agreements, and training, in accordance with GDPR requirements.

3. Café Service and Operations

Ensure every service session is delivered to a consistently high standard of quality and presentation.

- Prepare and serve food and beverages to a high standard, including hot drinks, light meals, and baked goods.
- Maintain a clean, well-presented, and welcoming café environment throughout each session.
- Lead opening and closing procedures, including equipment checks, service area setup, till reconciliation, and end-of-day security.
- Operate the SumUp point-of-sale system and oversee cash and card transaction procedures in line with Minster financial controls.
- Complete daily financial records including dual sign-off and session reporting to the Operations Manager.
- Keep the menu display and counter fully stocked and presented throughout service.

4. Food Safety and Compliance

Take lead responsibility for food safety compliance across the café, ensuring all legal and Minster requirements are met.

- Implement and monitor Food Standards Agency requirements as defined in Safer Food, Better Business.
- Ensure full compliance with Food Safety, Health and Safety, and allergen regulations for all staff, volunteers, and food handling activities.
- Maintain and review daily food safety records including temperature checks, cleaning logs, and opening/closing checklists.
- Ensure all café staff and volunteers are appropriately trained in food hygiene and allergen awareness.
- Report equipment faults, compliance concerns, or maintenance needs to the Operations Manager promptly.
- Maintain up-to-date Safeguarding, GDPR, and risk management training as required by the Minster.

5. Stock and Supplies

Manage café stock effectively to ensure consistent service delivery and minimise waste.

- Monitor stock levels across all product lines and place orders with approved suppliers in a timely manner.
- Receive, check, and store deliveries correctly and in accordance with food safety requirements.
- Conduct regular stock counts and maintain accurate records, reporting to the Operations Manager.
- Minimise waste through accurate preparation, portion control, and correct storage practices.

6. General

- Attend staff meetings and training sessions as required.
- Undertake any other duties commensurate with the grade and character of the post as reasonably requested by the Operations Manager.
- Actively support the vision, values, and ethos of Swansea Minster.

Key Working Relationships

- Operations Manager (line manager)
- Minster Leader and clergy team
- Café Supervisor (operational colleague)
- Café volunteers
- Minster staff team
- Visitors, congregation members, and community participants
- Brunch Club and outreach participants
- Suppliers and delivery contacts

Person Specification

Criterion	Essential	Desirable
E X P E R I E N C E		
Experience in a hospitality, café, or food service environment	✓	
Supervisory or team leader experience	✓	
Experience of working alongside volunteers	✓	
Experience of providing pastoral or community-facing hospitality		✓
Experience in a church, heritage, or community setting		✓
K N O W L E D G E A N D U N D E R S T A N D I N G		
Sound understanding of food safety, hygiene, and allergen legislation	✓	
Understanding of the ministry of welcome and hospitality in a church context		✓
Familiarity with the Food Standards Agency Safer Food, Better Business framework		✓
Understanding of, or sympathy with, the ethos and mission of the Church in Wales	✓	
S K I L L S A N D P E R S O N A L Q U A L I T I E S		
Genuine commitment to the vision and values of Swansea Minster	✓	
Warm, compassionate, and attentive manner with all visitors	✓	
Natural ability to lead a small team with care and clarity	✓	
Reliable, punctual, and able to work with a high degree of autonomy	✓	
Attentive to the needs of vulnerable or isolated visitors	✓	
Good written and verbal communication skills	✓	
Ability to communicate through the medium of Welsh		✓
Interest in heritage, culture, or community engagement		✓
Q U A L I F I C A T I O N S		
Right to work in the UK	✓	

Criterion	Essential	Desirable
Food Hygiene Certificate (Level 2 Award or above)	✓	
First Aid at Work certificate		✓

Terms and Conditions

Hours of Work:	18.5 hours per week, worked across three days Monday–Saturday (specific days agreed on appointment)
Contract Type:	Permanent
Salary:	£14,000 per annum (pro rata from £28,000 FTE)
Pension:	Employer contribution available pro rata to a qualifying pension scheme
Holiday:	25 days per calendar year plus bank holidays (all pro rata). Holiday year: 1 January–31 December
Location:	St Mary's Minster Church, St Mary's Square, Swansea SA1 3LP
Probation:	6 months
Safeguarding:	This post is subject to an enhanced DBS check and mandatory safeguarding training through the Church in Wales
Expenses:	All reasonable working expenses met at agreed rates

This job description is not exhaustive. The postholder may be required to undertake other duties commensurate with the grade and character of the post to meet the operational needs of the Minster. The Collegiate Church of St Mary with Holy Trinity (Swansea Minster), Charity No. 1146299, is committed to safeguarding and promoting the welfare of all people.