



Swansea Minster

The Minster Church of St Mary's Swansea



Café Supervisor

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

Salary: £13,000 per annum (pro rata from £26,000 FTE)



Esgobaeth Abertawe ac Aberhonddu
The Diocese of Swansea and Brecon

JOB DESCRIPTION

Café Supervisor

Job Title:	Café Supervisor
Hours/FTE:	Part Time (18.5 hours per week, 0.5 FTE)
Contract Type:	Permanent
Salary:	£13,000 per annum (pro rata from £26,000 FTE)
Location:	Swansea Minster, St Mary's Square, Swansea SA1 3LP
Reporting To:	Operations Manager
Line Manages:	N/A
DBS Required:	Enhanced DBS check through Church in Wales

Note: The Café Supervisor works alongside the Café Senior Supervisor to deliver full café coverage Monday to Saturday. The postholder is a central part of the Minster's ministry of welcome, focusing on service delivery, pastoral hospitality, and practical operations within their sessions.

Job Purpose

The Café Supervisor will play an active and valued role in the Swansea Minster Café, delivering warm, attentive hospitality to all visitors and supporting the practical running of the café across their sessions. Working under the guidance of the Café Senior Supervisor, the postholder will ensure every person who visits the Café is welcomed with care, served well, and leaves with a positive experience of the Minster. The role is rooted in the Minster's Christian values of welcome, community, and service to others.

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 Café 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 warm and attentive presence in the Minster Café, embodying the Minster's commitment to welcome and pastoral care.

- Greet every visitor warmly and with genuine attention, ensuring all people feel welcomed and at ease regardless of background, faith, or circumstance.
- Be attentive to the needs of vulnerable, isolated, or distressed visitors, offering appropriate care and signposting to support where needed.
- Contribute to a café atmosphere that reflects the Minster's values of inclusion, dignity, and compassionate community.
- Support the Brunch Club and other community outreach activities, providing hospitality that upholds the dignity of all participants.
- Assist with hospitality for Minster services, concerts, talks, external hirers, and special occasions as directed.
- Help set up and clear hospitality for Minster meetings and events, ensuring spaces are welcoming and well-prepared.

2. Café Service and Operations

Deliver a high standard of café service throughout each session, taking ownership of your shifts.

- 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.
- Carry out opening procedures, including setup of service areas, equipment checks, and display preparation.
- Carry out closing procedures, including till reconciliation, cashing up, cleaning, and securing the café.
- Operate the SumUp point-of-sale system, handling cash and card transactions accurately and in line with Minster financial procedures.
- Complete daily financial records including dual sign-off as required.
- Keep the counter, menu display, and stock replenished and presented throughout service.

3. Food Safety and Compliance

Maintain high standards of food safety and hygiene throughout every session.

- Implement Food Standards Agency requirements as defined in Safer Food, Better Business throughout each session.
- Comply with Food Safety, Health and Safety, and allergen regulations, safeguarding all customers and volunteers.
- Complete daily food safety records including temperature checks, cleaning logs, and opening/closing checklists.
- Maintain a clean, safe, and hygienic food preparation and service environment throughout and at close.
- Report any food safety concerns, equipment faults, or compliance issues to the Café Senior Supervisor promptly.
- Maintain up-to-date Safeguarding, GDPR, and risk management training as required by the Minster.

4. Stock Support

Support effective stock management under the direction of the Café Senior Supervisor.

- Monitor stock levels during sessions and report replenishment needs to the Senior Supervisor in good time.
- Receive and check deliveries against orders, storing items correctly and in line with food safety requirements.
- Assist with stock counts as directed and minimise waste through careful preparation and storage.

5. Volunteer Support

Work generously alongside café volunteers, helping to create a positive and purposeful team environment.

- Provide a warm and supportive working environment for volunteers during sessions, offering guidance on daily tasks.
- Foster a spirit of Christian service and teamwork that reflects the values of Swansea Minster.
- Support volunteer on-the-job guidance as directed by the Café Senior Supervisor.

6. General

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

Key Working Relationships

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

Person Specification

Criterion	Essential	Desirable
E X P E R I E N C E		
Experience in a hospitality, café, or food service environment	✓	
Experience of cash handling and till operation	✓	

Criterion	Essential	Desirable
Experience of working with, or alongside, volunteers		✓
Experience of pastoral, community, or church-based hospitality		✓
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		
Understanding of food safety and hygiene principles	✓	
Understanding of, or sympathy with, the ethos and mission of the Church in Wales	✓	
Knowledge of allergen regulations and safe food labelling		✓
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, caring, and attentive manner with all visitors	✓	
Reliable, punctual, and self-motivated	✓	
Able to work sensitively with vulnerable or isolated individuals	✓	
Able to work effectively as part of a small team	✓	
Calm and attentive during busy service periods	✓	
Ability to communicate through the medium of Welsh		✓
Interest in heritage, faith, or community engagement		✓
Q U A L I F I C A T I O N S		
Right to work in the UK	✓	
Food Hygiene Certificate (Level 2 Award)		✓
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:	£13,000 per annum (pro rata from £26,000 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.