

Experienced Gift & Coffee Shop Shift Supervisor – Part-time 14 to 21 hours
Shift Pattern – Friday & Sunday. One other weekday if seeking 21 hours.

Code:- BLF004

Contract: Zero Hour

Shifts may be available on other days, particularly during peak seasons.
 The Gift & Coffee Shop at Bawdon Lodge Farm.

Hourly Rate Range – from £12.50ph + holiday pay and staff discount.
(Lunch break is 1/2hr unpaid per day). Hours additional to the basic will be remunerated.

Gift & Coffee Shop Shift Supervisor

Reporting to the Company Directors and in liaison with Mrs Jules Baines of Just Jules Jewellery, as a hands-on Shift Supervisor you will be responsible for delivering the smooth functionality of The Gift & Coffee Shop provision for the duration of each scheduled shift. You will work in cohesion with the other Shift Supervisors and Gift & Coffee Shop team.

The Gift & Coffee Shop opens from 10am until 4pm. Shifts generally start at 9am and finish by 4.30/5pm. These may vary and peak seasonal times and this flexibility is required to open and close The Gift & Coffee Shop to meet the demands of the business.

Organised events may have different start and end times and Supervisors will be required to be flexible to work additional hours with notice and remuneration.

Supervisor Responsibilities

- To be responsible for ensuring the effective operational running of The Gift & Coffee Shop, including supervising staff and liaising with management, stock management, preparing high quality food and beverage products and offering a high level of customer service.
- Meet, greet and serve customers and create an experience that meets customer expectations and builds customer loyalty.
- Key holder responsibilities following opening up and closing down procedures and ensuring The Gift & Coffee Shop is always secure.
- Manage and serve a limited, but high-quality food offering to the customer e.g. soups, sausage rolls and ciabattas ensuring all Food Safety procedures are followed.
- Follow Health & Safety Guidelines and ensure all Emergency Procedures are followed and complied with.
- Work safely around the kitchen equipment and report any maintenance issues to a member of the management team.
- Accept deliveries in a timely manner, direct to the appropriate area and record information applicable to the products.
- Communicate on all aspects of stocks levels to the Manager with responsibility for ordering in line with procedures.
- Ensure The Gift & Coffee Shop checks and corresponding checklists are completed in a timely and effective manner and comply with Bawdon Lodge Farm policies, procedures and standards as set out in the reference manuals provided.
- Handling cash - Carry out till lifts and swop change.
- Resolve complaints and process exchanges and refunds.
- Lead by example - managing exceptional operational standards and efficiencies to drive profitability and liaising with the team throughout.
- Undertake the responsibilities with regard to the Premises Licence.
- Be vigilant and deter potential shoplifters.
- Report punctually for every shift, in complete clean uniform to undertake all necessary tasks.

- Undertake Food Training, Health & Safety, Fire Training and First Aid training as requested in line with the HSE and Risk Management System of the Farm.
- Attend appropriate training sessions including Food & Hygiene Safety and allergy awareness. Coffee Shop training is ongoing, including the development of new team members and refresher training as product ranges develop.

General Responsibilities and Duties

- Process sales transactions including cash handling, refunds and wrap & pack.
- Replenish and restock shelves and displays and ensure accurate stock rotation.
- Prepare and serve beverages and refreshments to a high level of service.
- Work as part of a team and positively contribute.
- Ensure that operational standards and cleanliness both in the main areas and back of house are always maintained.
- Aid to develop interest in The Gift & Coffee Shop including advising customers about events and developments.
- Undertake any other duties requested within the scope of the position.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below.

Essential Criteria

- Excellent Customer Service Skills and Experience
- Hospitality Supervisory Experience
- Team leadership experience
- Experience of working in the food or hospitality industry
- Well organised, efficient with good time management and the ability to multi task and work well under pressure.
- Computer Literate (preferable on Apple systems) with an excellent level of both spoken and written English and Maths
- Enthusiastic, friendly and accommodating
- Experience of cashing up
- Be able to prioritise workload
- High personal levels of presentation
- The ability to build a rapport with customers through conversation and honest recommendations with a positive attitude
- Well organised, efficient with good time management and the ability to multi task
- Cohesive approach – positively contribute to the overall team at the farm
- Keen interest in retail, brands and the development of the farm as a tourism destination
- The ability to deal with crisis or conflict situations and work under pressure using own initiative
- Flexible attitude to working practices and demands including changes in working hours to meet the needs of the business
- Responsible and trustworthy

Desirable Criteria

- Level Two Food Safety Certificate held and up to date
(Or online training to be completed within two weeks of appointment)
- Retail Experience
- Managerial experience
- Personal License held

How to apply

Please email hello@bawdonlodgefarm.co.uk with the following details:-

- Your CV
- The vacancy code(s) and vacancy name(s) you wish to apply for
- A brief outline of your suitability to the role – please read the Essential Criteria for each role and ensure you meet this.
- Your notice period / date you would be available to commence.

The recruitment process for shortlisting and invites to interview will commence as applications are received.

This vacancy will close on 12th October 2025 or before in the event of enough applications being received / an offer of employment is made.