

Cafe Supervisor

Job Description

The Role

Job title:	Cafe Supervisor
Department:	Campus Experience
Responsible to:	Retail Manager
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 4: £24,215 per annum
Term:	Permanent, full time, averaging 35 hours per week, including evenings and weekends
Relationships with:	Internal stakeholders including Catering, Bar Operations, Conferences & Events, Accommodation, Estates, Finance and Professional Services; Student Union; external suppliers where required.

Purpose

The Café Supervisor will support the delivery of day-to-day operations within the Atrium Café and potentially the development of the Pavilion in the longer term.

This role is focused on frontline supervision and floor management, ensuring a high-quality, efficient and consistent café service. The post holder will lead shifts, support the Café Manager, and deputise when required.

In addition to operational supervision, the role will support core administrative and commercial functions including stock ordering, rota planning, maintaining food safety standards, and contributing to budgetary control.

Key Responsibilities

1. Supervise day-to-day café operations across the Atrium Café and Pavilion during allocated shifts
2. Take responsibility for floor management, ensuring efficient service and high standards
3. Lead, brief and coordinate staff during shifts to meet business needs effectively
4. Provide hands-on support during service, leading by example in customer service delivery
5. Ensure a consistently high-quality customer experience aligned to University expectations

- 6.** Support the Café Manager in the daily operation and deputise in their absence when required
- 7.** Assist with stock ordering, supplier liaison and maintaining appropriate stock levels
- 8.** Support stock control processes including deliveries, stock rotation and minimising waste
- 9.** Assist in monitoring costs and supporting budget control through effective operational practices
- 10.** Support the preparation and management of staff rotas to ensure appropriate staffing within budget
- 11.** Train, support and supervise team members, providing feedback and maintaining performance standards
- 12.** Ensure compliance with all food safety, hygiene and health & safety requirements, maintaining accurate records
- 13.** Report operational issues, customer feedback and maintenance needs promptly, and support ongoing improvements to the café offer

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Qualifications	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Presentation
Good standard of education including GCSE English & Maths	E	A
Qualification in Hospitality, Catering or related field	D	A
Food Safety Level 2 (or willingness to obtain)	E	A

Knowledge, Skills & Experience	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Presentation
Experience working in a café or hospitality environment	E	A, B
Experience supervising shifts or small teams	D	A, B
Strong customer service skills	E	A, B
Ability to lead by example in a fast-paced environment	E	A, B
Experience of stock ordering and control	D	A, B
Awareness of budget control and cost management	D	A, B
Experience of rota planning or staffing coordination	D	A, B
Knowledge of food safety and hygiene standards	E	A, B
Strong organisational and communication skills	E	A, B
Competent IT skills	E	A

Other requirements	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Presentation
Flexible approach to working hours including evenings and weekends	E	A, B
Positive, proactive and team-focused approach	E	A, B
Reliable and professional	E	A, B
Willingness to learn and develop	E	A, B
Passion for café culture and hospitality	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Ryan Hanson, Director of Campus Experience
Ryan.Hanson@rau.ac.uk
- Closing date:** Sunday 11 October 2026 with **Interviews on:** Wednesday 21 October 2026
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.
- Please note:** it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.