

## Supervisor at Thatcher's Bar & Kitchen

**Location:** Seat Unique Stadium, Gloucestershire

**Thatcher's Bar & Kitchen** is a vibrant café and bar set within one of England's most iconic cricket grounds, Gloucestershire's **Seat Unique Stadium**. As we continue to grow, we're looking for a **Supervisor** to join our team. This is an exciting opportunity for a skilled barista who is ready to take the next step in their career and make a real impact in a dynamic, fast-paced environment.

### Key Responsibilities:

- **Deliver Outstanding Customer Service:** Be the face of Thatcher's Bar & Kitchen by providing excellent service with a "can-do" attitude, always going above and beyond to exceed customer expectations.
- **Menu Knowledge and Input:** Maintain a deep understanding of our menus and provide valuable input on future menu items based on customer feedback.
- **Customer Interaction:** Greet and take orders from customers with a positive and friendly approach, ensuring attention to detail, especially when dietary requirements are involved.
- **Food Safety & Hygiene:** Ensure high standards of food safety and cleanliness by completing HACCP documentation, checking core temperatures, monitoring fridge temperatures, rotating products, and adhering to cleaning schedules.
- **Team Leadership:** Lead and support the team, especially during busy periods, ensuring smooth and efficient service.
- **Inventory & Stock Control:** Manage inventory and product stock efficiently, including performing weekly stocktakes.
- **Daily Handover:** Provide a clear handover to the Thatcher's Bar & Kitchen manager at the end of each shift.
- **Operational Support:** Assist in all areas of café operations, including equipment maintenance and ensuring everything is in good working order.
- **Opening & Closing Duties:** Follow checklists for opening and closing procedures to ensure the café runs smoothly.
- **Barista Expertise:** Prepare and serve a wide range of high-quality beverages, including specialty coffees, smoothies, hot drinks, protein shakes, and teas.
- **Food Preparation:** Prepare and cook a variety of café dishes, including jacket potatoes, paninis, sandwiches, and daily soups.

### Qualifications:

- Strong attention to detail and a passion for providing excellent customer service.
- Level 2 Food Safety and Hygiene qualification, along with an allergen awareness certification.
- Proficient knowledge of coffee brewing techniques and latte art skills.
- Experience in cooking, menu planning, and maintaining café presentation.
- Ability to work in a fast-paced environment while maintaining high standards.

### Contract Details:

- **Hours:** 37.5 hours per week, 5/7 days (mostly weekdays during off-peak periods, with occasional evenings and weekends as required by the business).
- **Salary:** £23,888
- **Additional Benefits:** Opportunities for career progression and development within a growing business.

If you're ready to take the next step in your hospitality career and work in a dynamic, customer-focused environment, we'd love to hear from you! Please apply with a CV and covering letter to [recruitment@glosccc.co.uk](mailto:recruitment@glosccc.co.uk)