



Cafe Supervisors

Information Pack



Responsible to:

Community Cafe Manager

Salary:

London Living Wage (£13.15/hr)

Contract:

Flexible casual contract; fixed hours may be available on request

Working Pattern:

Mon-Fri 08.30-14.00 / 12.00-16.00

Sat 09.30-15.30

Evening and weekend shift work

Recruitment:

Rolling

Start Date:

ASAP



About the Albany

The Albany is an arts centre committed to representing the extraordinary creativity and diversity of Deptford and Lewisham. Each year over 100,000 people attend their events, ranging from music to theatre, spoken word and family performances. A further 80,000 take part in their award-winning participatory projects for young people and adults over 60.

Alongside four performance spaces, a bar, café, garden and co-working hub, the Albany offers a range of low-cost rehearsal space, meeting rooms and private offices for community and creative businesses. They aim to foster a welcoming and inclusive space where everyone is inspired to get creative, and where artists are supported and developed, in part through programmes such as their Associate Artists and Creative Communities Membership schemes.

The Albany has 23 resident organisations, and manages Deptford Lounge, a brilliant and versatile venue that houses a library, school, resident organisations, and event spaces, on behalf of Lewisham Council. It is co-lead of the national Future Arts Centres network and lead partner of Fun Palaces. The Albany was Lead Delivery Partner for We Are Lewisham, the Mayor's London Borough of Culture 2022, which involved over 400,000 audience members attending over 600 events throughout the year. Also in 2022, they were appointed as Lewisham's Arts & Culture Anchor Organisation, responsible for leading sector support initiatives, facilitating networking and amplifying the creative work happening in the borough.



Context for the Role

The Albany is a registered charity and social enterprise generating over 50% of our annual turnover from earned income streams. These are essential elements of our organisation, both in terms of income generation and as a community resource.

Our central Albany CaffA is the central point of our building, and for many people the café is their first point of contact with the Albany. We prioritise relationships with Lewisham-based food suppliers, integrating seasonal produce from our community garden, and aim to provide a welcome space for all.

This is an ideal opportunity for a highly organised person with strong communication skills and the ability to manage competing hands-on demands in a fast-paced environment.

You will be comfortable working alone and with a team in a customer facing environment, taking responsibility for food and drink preparation and overall presentation of the Albany community CaffA when working. This role works closely with the visitor services team as well as a wide array of building users and members of the general public, and as such is ideally suited for someone looking to gain experience with on-the-ground delivery of a community space.

Albany Values

Open and welcoming

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

A home for ideas, creativity and action

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

A connector of people

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

Responsive and flexible

We're co-operative, willing to listen and adjust our approach according to the task in hand.

Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people

Adventurous and ambitious

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we're not afraid to try something new.

What will you be achieving?

Working within a small but dynamic team, you will work to build and maintain relationships with our different audiences through day-to-day delivery of our café food and beverage offer.

You will help us provide a high-quality food and drinks service to our community, preparing and serving food and ensuring a welcoming, friendly, and inclusive atmosphere at all times.

You will help us share our story by speaking to individuals in the café at the point of purchase, communicating about our values, sharing highlights from our local suppliers, and helping direct our audiences to our wide array of building offers and services where appropriate.

You will help us maximise our earned income by ensuring the CaffA consistently looks presentable, warm, and welcoming, and by working with our Community Café Manager to ensure our food and drink offers are at all times visible and appealing, and signage up to date.

On a day-to-day basis you will:

- Sell, prepare, and serve drinks and a variety of food offers, maintaining a good knowledge of menu offers and allergens
- Open and close the café space and servery, ensuring cleanliness, food hygiene, and all health and safety procedures are maintained to the highest standard
- Be responsible for cash handling, including till opening and closing procedures
- Assist with regular hospitality-related duties, including preparing catering, stock takes, and event bar preparation.
- With the Business Development and Visitor Services Teams, ensure an excellent audience experience at all times
- Support the aims and objectives of the Albany both, internally and externally, exemplifying the values of the organisation and good practice
- Work within the Albany's Health & Safety, Environmental Sustainability, Equality and Diversity, Data Protection and Safeguarding policies

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

Person Specification

What we're looking for from you

Essential criteria

Please demonstrate your experience with the essential criteria in your personal statement. We welcome applicants who can demonstrate experience of the following in a wide variety of ways, including with non-traditional work experience.

- Familiarity with working in public-facing roles, particularly with regards to hospitality (café, bar, restaurants, catering, etc.)
- Excellent communication and interpersonal skills
- Ability to work without supervision and on your own initiative
- Knowledge of or willingness to learn about food hygiene procedures and relevant health and safety measures.
- Confidence in cash handling

Desirable criteria

- Food Safety Level 2 (training will be provided if certificate not held)
- Lived experience of the communities we serve, with a specific understanding of the challenges facing Black, Asian and ethnically diverse communities





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The Albany, Douglas Way, SE8 4AG

The Albany is a registered charity number 1112521

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