

JOB DESCRIPTION

JOB TITLE	Café Bar Supervisor
RESPONSIBLE FOR	Kitchen & F&B Elements
HOURS	Full time, 35-40 hrs per week
PAY	£14 per hr
REPORTING TO	F&B Manager
LIASON WITH	Front of House Manager

THE ROLE

We are looking for an energetic, organised and experienced Café Bar Supervisor to support our kitchen team and our food & beverage operations. As our Café Bar Supervisor, you'll be responsible for helping to ensure the delivery of exceptional customer service and the consistency of our high-quality food and drink offerings. In this role you will need a passion for hospitality and an understanding of the unique profile of our customer base, which ranges from our regular climbing community and local neighbours to one-off visitors on a family day out.

IN RETURN YOU'LL GET...

Awesome working environment. Free climbing. Guest passes. Discounts on sessions, courses, parties, products and items from cafe. Commission schemes available. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

KEY DUTIES & RESPONSIBILITIES

- **Customer Experience:** Make sure everyone walking through our doors feels welcome, with an atmosphere and community feel that makes people want to linger.
- **Product & Menu Consistency:** Make sure the product, quality, presentation, and portion control are the same whether its 7am on a Wednesday or 9pm on a Saturday.
- **Staff Management:** Support, train and manage the team - working for you will be fun, busy and demand professionalism.
- **Stock Control:** Make sure we've got enough stock to cope with demand, whilst managing wastage and ensuring we are consistent.
- **Compliance:** Ensure all food safety regulations, health and hygiene standards are met.
- **Problem Solving & Adaptability:** Always have a Plan B! See an unexpected rush as a fun challenge, not a nightmare! Seek support when needed.

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YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

Essential

- Proven experience in food and beverage management, preferably in a high-paced, customer-focused environment.
- Have a passion for preparing, fresh, seasonal produce and be keen to work with an evolving menu.
- Strong leadership and team management skills.
- Knowledge of compliance in food hygiene practices and health and safety regulations.
- Excellent organisational and time management abilities.
- Communication and interpersonal skills, engaging with all stakeholders effectively – with focus on the team and customers.
- A passion for the food and beverage industry, to ensure and maintain customer satisfaction.

Desired

- Interest in climbing, adventurous or outdoor activities is a bonus!
- Food Hygiene Level 3 or equivalent.

PERFORMANCE MEASURED BY

- Annual appraisal
- Quarterly one-to-one's
- Performance assessments and audits
- Smiles on customers faces

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ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we offer a range of indoor and outdoor aerial adventure activities.

We have one of the tallest and most unique roped climbing gyms in the UK with indoor and outdoor lead, top rope, speed walls and auto belay climbing available, plus a dedicated group and beginner climbing area, we also have one of the most inclusive and comprehensive bouldering centres in the country, then there's our exciting & accessible Fun Walls climbing area, plus we're also home to one of the tallest and most challenging high ropes courses in Europe.

All of our activities are accompanied by our large but cosy and welcoming cafe bar serving a range of hot and cold drinks and snacks. 270 Climbing Park is a welcoming attraction for friends and families as well as a unique facility for adrenaline seekers, experienced and novice climbers of all ages and abilities.

In addition to offering all the fun of the Park, we also operate the largest mobile climbing wall hire business in the UK. With our fleet of walls and a mobile caving system too, we bring the excitement of adventure activities to public and private venues and events all over the country.

Having one of the best climbing gyms and activity centres in the UK doesn't mean a thing without having brilliant people to look after it.

Fundamental to the success of 270 Climbing is the people who make up our team. We want to attract the best calibre of people to build a team that delivers our various adventure activities, and ultimately, puts smiles on faces!

THE 270 WAY

The Right Values

Caring For Our People

Respecting, training and empowering them to do the best job.

Understanding our Customers

Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.

Focusing on Quality

Maintaining the highest possible quality standards in all we do.

Communicating Effectively

To be open and honest, informing, listening and motivating effectively.

Being Innovative

Making good ideas work, constantly improving all we do.

Keeping Things Simple

Efficient, effective processes and systems that work.

Showing Integrity

Governing all we do by what is 'right and just'.

Caring for the Environment

Operating with sustainability at the forefront of everything we do.

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The Right Values

Treat everyone equally and with respect no matter their position	Actively listen before you speak	Lead others and set an example	Focus on impact, not just on KPIs
Be humble in victory and take ownership of mistakes	Be open to new ideas and opportunities	Always look for solutions when you find problems	Strive for continuous improvement

HOW TO APPLY

As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit <https://www.270climbing.com/about/jobs/> to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy.

When emailing your completed form please ensure sure you reference the job title in the subject heading, e.g. "Ref: Café Bar Supervisor".

DEADLINE FOR APPLICATIONS	ASAP!
INTERVIEWS TO TAKE PLACE	ASAP!
START DATE	As soon as we find the right person