

The Art House

Job Description: Visitor Welcome & Café Supervisor

Job Title:	Visitor Welcome & Café Supervisor (VWCS)
Reporting to:	Head of Commercial & Welcome (HoCW)
Supervises:	Visitor Welcome Team
Contract:	Permanent
Working Hours:	22.5 hours per week over 3 days (ideally alternate Saturdays)
Annual Leave:	17 days per year (28 day FTE)
Salary:	£26,000 per annum FTE, pro rata to the contracted hours
Location:	The Art House, Drury Lane, Wakefield, WF1 2TE

Aim of the Role

To oversee the day to day delivery of The Art House's visitor welcome and café, ensuring a high-quality offer and an excellent, inclusive experience for all visitors.

The Visitor Welcome Team is responsible for welcoming visitors, responding to queries by email and telephone, supporting visitors to engage with our exhibitions and events and delivering our on-site café service.

Working closely with the Head of Commercial and Welcome, the Visitor Welcome & Café Supervisor will coordinate the daily workload of the Visitor Welcome Team, oversee Café operations and support the delivery of consistently high standards of customer service, food safety, stock management and operational efficiency.

Responsibilities and duties:

Café and Visitor Welcome:

- Lead daily shifts, allocate tasks, and act as the main point of contact for all Visitor Welcome services when on-site
- Deliver hands-on café service including food preparation, barista-made coffee and general café service
- Support the implementation and monitoring of food safety, food hygiene, allergen management and other relevant procedures, working with the Head of Commercial and Welcome to ensure staff are appropriately trained and established procedures are followed
- Managing, selecting, and liaising with suppliers; building and maintaining strong relationships with a focus on quality and local sourcing
- Oversee stock taking, inventory management and track waste
- Work closely with Head of Commercial & Welcome to define menus and seasonal specials, with a focus on locally sourced food and drink

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Staff Coordination and supervision:

- Coordinate the day-to-day work of the Visitor Welcome Team (small team of 5), providing clear direction and support during shifts (max 3 people per shift)
- Coordinate monthly staff rotas, including liaising interdepartmentally to ensure appropriate staffing for one off events
- Ensuring the upkeep of staff handovers and briefings
- Work with HoCW to ensure all staff are appropriately trained and able to deliver objectives in accordance with the ethos of TAH
- Log casual staff hours and reporting for payroll
- Assist with the induction, coaching, and on-the-job training of new team members

General:

- Welcome customers warmly and handle queries, requests, or complaints professionally and sensitively
- Ensure general enquiries received in person, by telephone and by email are managed efficiently and directed to the appropriate colleague where necessary
- Help create an inclusive, accessible and welcoming environment for all visitors, reflecting The Art House's values and ethos.
- Align with TAH values and ensure our Café is a warm and welcoming space to everyone
- Work collaboratively with HoCW and the wider team to promote TAH public offer
- Work flexibly and collaboratively with colleagues in response to changing levels of demand, events and organisational priorities, while maintaining the core responsibilities of the role

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Experience, skills, and attributes

	Required	Preferred
Experience working in a retail or visitor experience/customer service role	x	
Experience working in a food service role with associated food hygiene qualifications/training	x	
1-2 years of experience in a similar role	x	
Experience in sourcing locally made food and beverages		x
Technically proficient, with the ability to create online rotas using Microsoft Excel, Word, Google Calendar and emails	x	
Knowledge of the role visitor experience plays in the ethos and values of TAH	x	
Excellent communicator	x	
Good team working skills and a supportive, conscientious attitude to working with others	x	
Experience in event/hospitality management		x
Ability to work under pressure with a good sense of humour	x	
Proactive interest in personal and organisational development (both self-directed and supported)	x	
Proactive, solution-focused and creative in your response to identifying and solving problems	x	
A commitment to the principles of diversity, inclusion, equity and belonging for all	x	
Knowledge and enthusiasm for contemporary visual arts/creative industries and an understanding of the needs of artists and arts audiences		x

The job description for this position may be reviewed and amended to incorporate the future needs of the organisation.

It is a requirement of the organisation that all staff work in a flexible manner compatible with their job and the required staffing of the building. To support this, we have a flexible working policy and TOIL system in place.