



Catering Supervisor

Job purpose: To support the GWT catering manager at our Robinswood Hill and Crickley Hill cafes, ensuring our café operations are commercially successful, achieve income targets, and maximise profitability. Deliver first-class customer service and exceed visitor expectations. Identify opportunities for innovation and new income streams. Support the Catering manager in developing a strong, flexible and agile customer-focused café team that reflects the values of GWT. Collaborate with wider GWT team as required, supporting the delivery of GWT's programme of events.

Job Title: Catering Supervisor

Salary: Grade E : Supervisor, £26,266.00 per annum

Contract: Permanent Role | 37.5 hours per week | 5 days over 7, working pattern to include weekends with occasional evenings as required.

Responsible to: GWT Catering Manager, Head of Business Operations.

Liaison with: Senior Management Team, Finance Team, Facilities Manager, HR Manager, Learning & Engagement teams, Programming Manager, Volunteer Coordinator

Closing date: Sunday, 08th February 2026.

Job description





Impact Areas

Impact areas:

- Diversifying income and grow our financial reserves
- Engaging and connect more people with nature.

Organisation chart





Our Purpose and Values

As humans, we're deeply connected to the natural world – and that world is powerful, dynamic, and resilient. At Gloucestershire Wildlife Trust, we believe that nature offers the solutions to some of the biggest problems we face today, from climate change to our personal wellbeing.

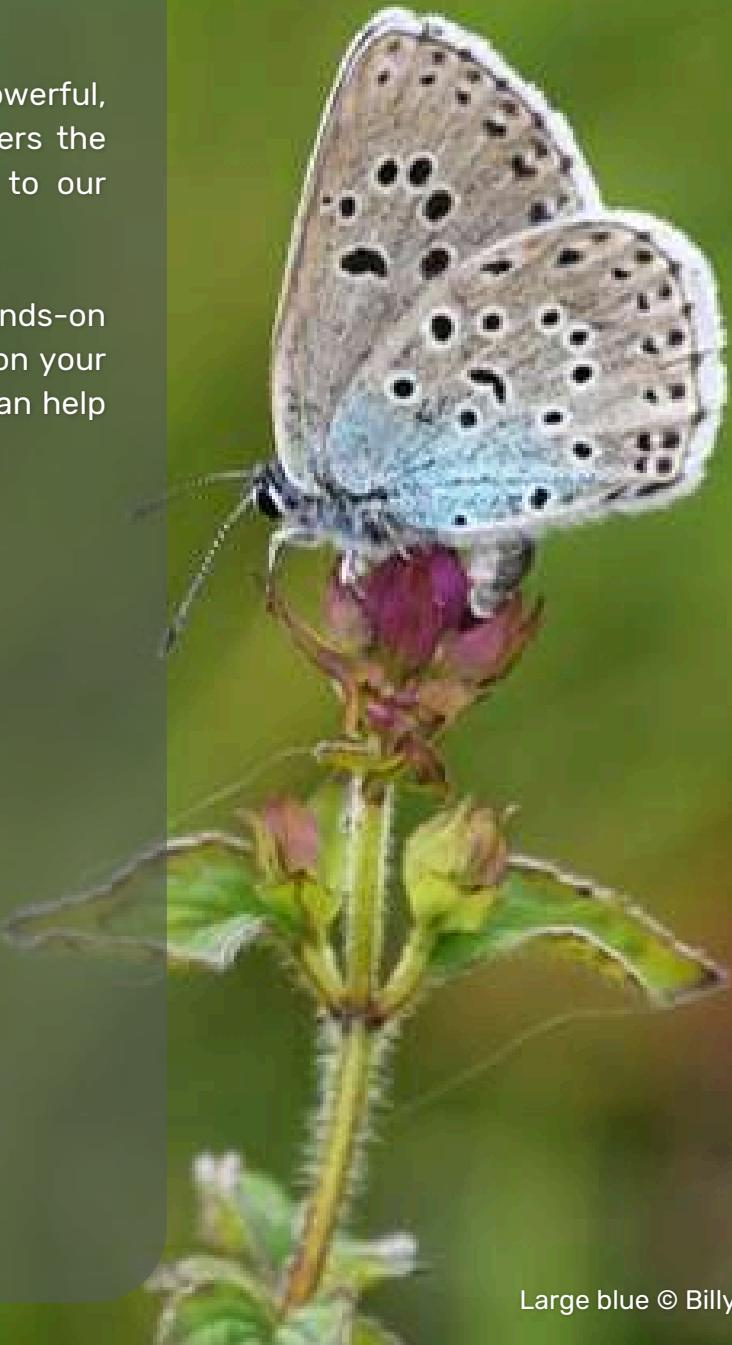
That's why we work with local communities and partners, using evidence and our hands-on experience, to work in the service of people and wildlife. Whether it's a small project on your street or a big one across the landscape, we believe that every action, big or small, can help shape a brighter, wilder future for us all.

We show how we care for nature, our partners and each other through our values:

- 🌿 We're ambitious and dream big – for people and for nature.
- 🤝 We collaborate, because we can achieve more together.
- 🌐 We're inclusive and believe that nature is for everyone.
- ❤️ We act with responsibility for the work we do and the world we're helping to shape.

Together, we're growing hope for a wilder future.

Job description



Large blue © Billy Heaney



What we do

We are Gloucestershire Wildlife Trust, the largest charity in the county dedicated to nature's recovery. We want everyone in Gloucestershire to value, enjoy and share wildlife in the county and believe strongly that nature matters, not only in its own right, but for the benefits it brings to people. We aim to play a central role in tackling the ecological and climate emergencies, working closely with local communities and our partners in the county. We manage over 1,000 hectares of nature reserves and work with farmers and landowners across Gloucestershire. Nature's recovery depends on people and re-connecting their sense of belonging in the natural world. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time, support and energy.

Our 2030 strategy *Growing Hope For A Wilder Future: Bringing Nature Back* is ambitious, but we believe we can deliver it by:

- Ensuring that GWT is fit for the future
- Creating bigger, better, more & connected landscapes for nature
- Connecting people with a sense of belonging in nature

Job description



Large blue © Billy Heaney



Introducing Gloucestershire Wildlife Trust

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We aim to play a central role in tackling the ecological and climate emergencies in Gloucestershire, working closely with local communities and our partners.

This needs 30% of the land supporting nature's recovery by 2030 and unlocking the potential of nature-based solutions to mitigate and adapt to the impacts of climate change. By working in partnership with farmers and landowners, we aim to create ten Nature Recovery Zones where wildlife will thrive alongside food production. These will cover over 60,000 hectares, including increasing our own nature reserves from 1,100 to 1,700 hectares. Alongside this we will collaborate on large scale cross-boundary ecosystem restoration projects and smaller scale wildlife enhancement and nature highways in urban neighbourhoods.

We will inspire communities to influence decision makers and drive forward change in their own neighbourhoods.

Nature's recovery depends on the Gloucestershire's people. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment. We want to make nature more inclusive by reaching 1 in 4 people and ensuring more people have access to nature on their doorstep. We want to empower at least 20,000 people to take meaningful action for nature, particularly by harnessing the energy of our volunteers and young people.

Why we're here:

As humans, we're an integral part of a resilient, dynamic and interconnected natural world. We believe that nature holds the key to addressing some of the most pressing challenges facing society today. We work locally with evidence and experience in the service of wildlife and communities. Together we can deliver natural solutions both small and large, from doorstep to landscape, that grow hope for a wilder future.

How we work:

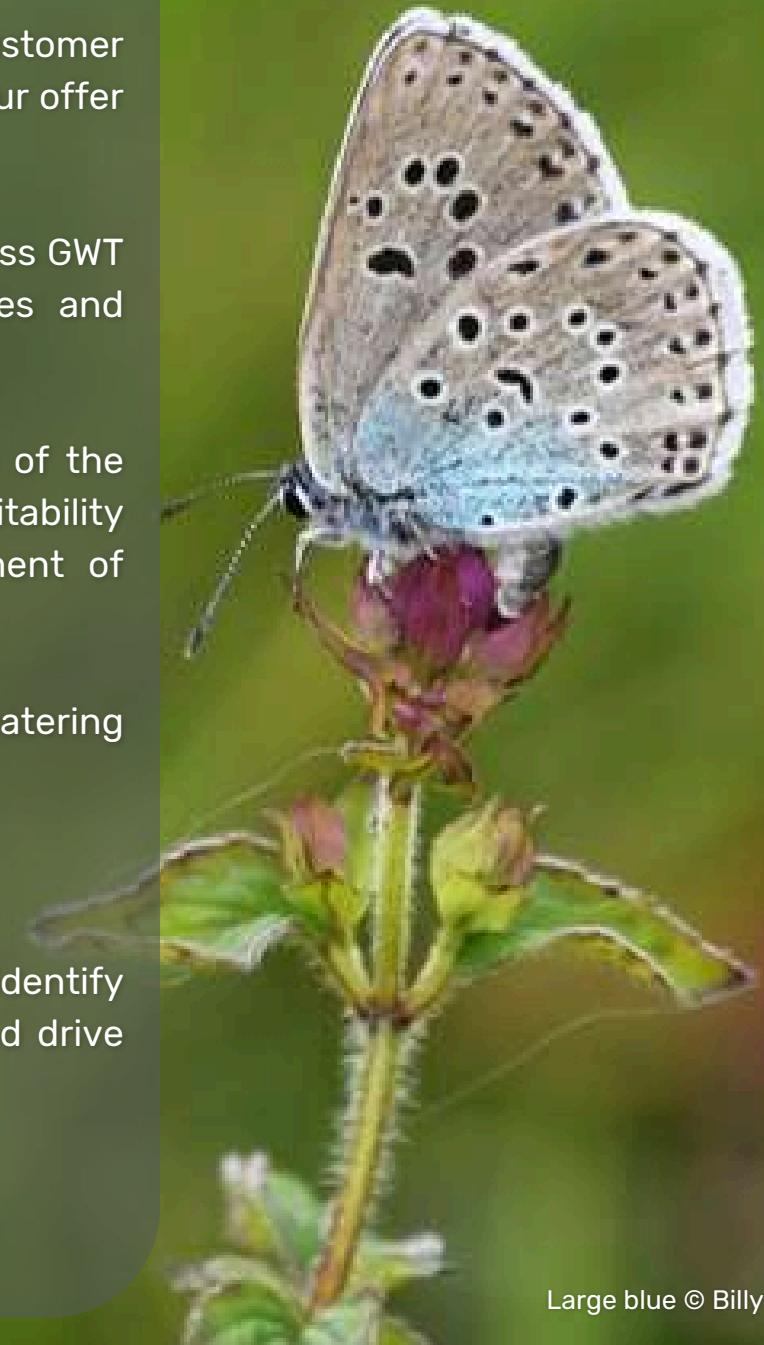
- We show how we care for nature, our partners and each other through our values:
- We are ambitious for nature and people
- We collaborate to achieve more
- We are dedicated to inclusion and nature for all
- We act with responsibility.



Outline of Main Responsibilities

- Support the Catering Manager in leading a culture of exceptional customer service across GWT's cafes, maintaining the quality and standard of our offer and service, whilst adhering to GWT brand standards.
- Maintaining consistently high standards of customer experience across GWT cafes and resolving day to day issues according to GWT policies and procedures.
- Support the Catering Manager to deliver the financial performance of the cafés, meeting and exceeding sales targets while controlling profitability through effective labour, stock and cost controls and management of suppliers.
- Line management of café catering assistants and where applicable catering volunteers.
- Deputise for the Catering Manager in their absence as required.
- Understand the commercial drivers of cafés performance and identify opportunities to increase income, explore new revenue streams, and drive bottom-line contribution.

Job description





Outline of Main Responsibilities

- Support the Catering Manager to lead and develop a strong, cohesive and customer-focused team, with regular feedback, objective-setting, training and performance reviews.
- Identify and manage risk, complying with all relevant Food Safety and Health & Safety legislation, and ensuring all compliance and monitoring processes are followed to minimise the risk to staff, members of the public and contractors.
- Support the Catering Manager to lead the team, engage with our visitors and make the link between our cafés and how they support the work of GWT, seeking and acting upon feedback from our visitors to improve our offer .
- Act as first point of contact between GWT and members of the public / customers.
- Represent the catering team at wider GWT meetings and team functions in the Catering Manager's absence, communicating and cascading GWT policies to the catering team
- Support GWT's wider activity across but not limited to RWH and CH and other sites as required, including delivery of GWT's programme of events and activities, working in collaboration with the programming team to identify and realise opportunities to maximise income.

Job description

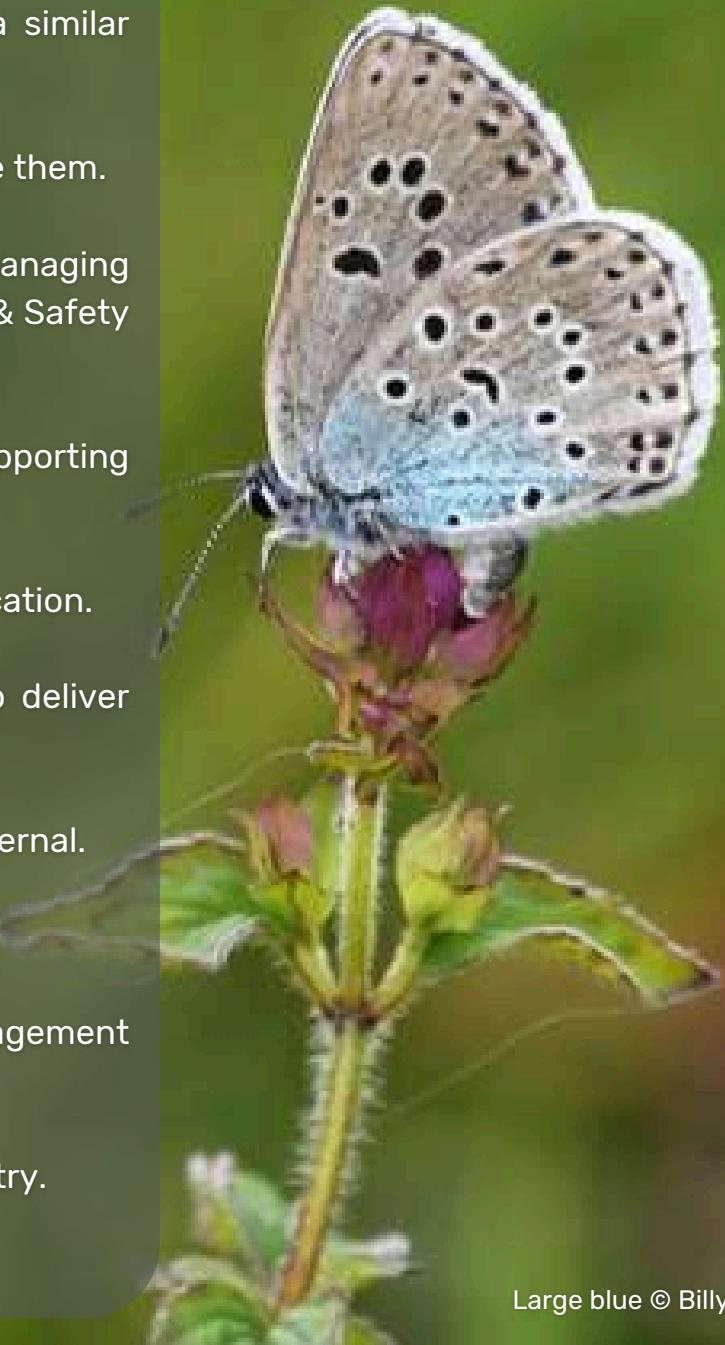




Person Specification

- Experience of working in and delivering a culture of great service within a similar operation.
- Understands financial and customer service-based targets and how to achieve them.
- Solid understanding and ability to manage risks, knowledge of effectively managing Food Safety, Health & Safety and compliance requirements. Food and Health & Safety to Level 3 is desirable, though this training will be provided.
- Experience and understanding of effective stock control, managing a GP%, Supporting the Catering Manager in liaising with and managing suppliers.
- Excellent people management skills, team coaching, motivation and communication.
- Financial acumen, with experience of working to and managing budgets to deliver income, labour and margin targets.
- Comfortable dealing with a diverse range of stakeholders both internal and external.
- Good written and verbal communication skills.
- Competent IT skills and experience in using Food & Beverage (F&B) management systems.
- Good knowledge of F&B best practice and current trends within the F&B industry.

Job description





Person Specification

Qualities

- Enthusiasm, motivation and dedication.
- Proactive, highly flexible and comfortable with change.
- Personable and approachable, but not afraid to have difficult conversation when needed.
- Ability to engage confidently and professionally with a diverse array of stakeholders.
- High level of focus and attention to detail.
- Self-disciplined, self-motivated and self-confident.
- Professional outlook and approach.
- Personal commitment to nature conservation and sustainable living.

Job description





Terms of Employment

This is a permanent post working 37.5 hours per week. Due to the nature of the Trust's work, occasional evening or weekend work may be necessary for which time off in lieu is given. A contributory pension scheme is in operation and the post holder is entitled to 25 days paid leave per year pro rata in addition to public holidays.

The duties and responsibilities outlined above do not represent the full range of duties the post holder may be expected to carry out. It is recognised that the duties of all posts may be subject to change from time to time, and therefore alterations to duties and responsibilities can be expected. The post holder will be consulted by their line manager prior to any proposed major changes to duties and responsibilities and reasonable notice will be given before implementation.

It is the nature of the work of Gloucestershire Wildlife Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks that are not specifically covered in the Job Description are undertaken, including providing cover for absent staff in order to maintain organisational effectiveness.

As part of its commitment to investing in its people, GWT trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the over-riding priorities of the Trust. An appraisal process is carried out every year.

Major changes to duties and responsibilities and reasonable notice will be given before implementation.



Training and Development

As part of its commitment to investing in its people, Gloucestershire Wildlife Trust trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the overriding priorities of the Trust.

An appraisal process is carried out every year.

Major changes to duties and responsibilities and reasonable notice will be given before implementation.



Fox cub © Luke Massey/2020VISION



Equality, Diversity and Inclusion

Gloucestershire Wildlife Trust is committed to encouraging equality, diversity and inclusion among its workforce, and eliminating unlawful discrimination, harassment and victimisation. The Trust's policy is to provide equality, fairness and respect for all staff, whether temporary, part-time or full-time; ensure no unlawful discrimination against the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation; and to oppose and avoid all forms of unlawful discrimination. A full copy of the policy is available on request.





How to apply

If you feel you have the necessary skills and experience to be successful in this role, please send your CV and Cover Letter to jim.white@gloucestershirewildlifetrust.co.uk .

Closing date: Sunday, 08th February 2026.

Thank you for your interest in this position and we look forward to receiving your application.



Fox cub © Luke Massey/2020VISION