

**open door** 

# **Candidate Pack**

**Café  
Supervisor**

# Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

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We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.

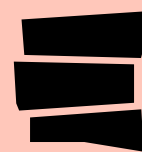
We have two main sites in Birkenhead, and over the past 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism





# Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

## Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

## Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

**100%**

of staff feel valued by their manager.

**100%**

of staff feel they are part of a supportive team and have good working relationships.

**100%**

of staff feel positive about the work they are doing at Open Door.

## A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people’s purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

**Lee Pennington - Charity Director**



# Job description

Role: Café Supervisor

Working pattern: Full time 37.5 hours per week

Location: Joy, Birkenhead

Contract type: Permanent\*

Salary: £25,000

\*Dependent on a successful 6-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests



## Role Overview

The café supervisor will support day-to-day smooth running of the café, ensuring excellent customer service, managing the well-being and support of staff and helping the café meet its commercial and compliance requirements. They will help to create a warm, welcoming and inclusive environment, as the café is the first experience for most visitors to Joy.

The café supervisor will support in maintaining high standards for food and beverages, cleanliness and compliance. They will ensure the café and its staff are well prepared and supported in their development.

They will also support in the strategic development of the café, and their ideas of how to streamline service, new products and event ideas would be very welcome!

This role is perfect for someone with experience in a café or brunch environment and is used to supervising a team, looking for the next step in their hospitality career.

# Main Duties and Responsibilities

## Daily

- Open and close the café, including cashing up and security checks
- Maintain high standards of cleanliness, organisation, and presentation
- Oversee stock rotation, labelling, temperature checks, and waste management
- Ensure all equipment (coffee machines, grinders, fridges, POS) is functioning and maintained
- Manage queues, customer flow, and seating areas to optimise service and create a warm and welcoming environment for everyone
- Supporting the wider Joy team in smooth operation of the building

## Supporting Staff

- Lead the team during shifts, delegating tasks and ensuring productivity
- Train new staff in café procedures
- Manage staff breaks, shift coverage, and rota adjustments when needed
- Uphold a positive, inclusive, and professional team culture

## Customer Experience

- Deliver warm, efficient, and consistent customer service
- Handle complaints or issues calmly and professionally
- Support accessibility and inclusivity for all customers
- Maintain a welcoming atmosphere aligned with what Joy represents, and support staff in doing so

# Main Duties and Responsibilities

## Compliance

- Maintaining health and safety standards, including completing checklists and incident reports
- Support with following HACCP procedures, ensuring all staff are compliant

## Food & Beverage Standards and Safety

- Ensuring everything served is to the standard of the venue.
- Ensuring Allergen safety, through knowledge of menu, labelling and safe food handling
- Help maintain coffee standards (dial-in, milk texturing, workflow, cleaning routines)

## Financial Responsibilities

- Monitoring wastage and portion control
- Oversee till operations, refunds, voids and some reporting
- Meeting sales targets, and contributing ideas for specials or upselling
- Support in effective stock counting, ordering and managing deliveries to reduce waste

# You will be a great fit if...

## **You have this experience:**

- Experience in a café or coffee shop (essential)
- Experience in a food service environment (essential)
- Experience in a supervisory role (preferred)

## **You have these skills:**

- Strong barista skills (or at least 1 year experience with willingness to train to a high standard) (essential)
- Knowledge of food hygiene, allergens, and health & safety
- Comfortable with POS systems, cashing up, and basic reporting

## **You demonstrate these behaviours:**

- Strong desire and willingness to learn more about the café industry and develop their skills
- Confident leader with excellent communication skills
- Ability to stay calm under pressure and solve problems quickly
- Leads by example and motivates others
- Detail-oriented with high standards
- Values inclusivity and community
- Looking for a supportive environment and excited about the prospect of providing that for others
- Organised, reliable and proactive

# Any questions, get in touch

Email us:

[vacancies@opendoorcharity.com](mailto:vacancies@opendoorcharity.com)



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REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to [vacancies@opendoorcharity.com](mailto:vacancies@opendoorcharity.com) with the job title as the subject line.

**We look forward to hearing from you!**



[www.opendoorcharity.com](http://www.opendoorcharity.com)

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