



SCIENCE PROJECTS

Job Opportunity: Café Supervisor

Location: The Observatory Science Centre & Museum, Herstmonceux, East Sussex, BN27 1RN

Reporting to: Head of Visitor Experience

Responsible For: Catering Staff

Salary: £26,890 per annum (FTE), pro-rata to 30 hours per week

Contract & Hours:

This is a permanent role based on an average of 30 hours per week (1,560 hours per year), with hours worked flexibly across the year depending on business needs. The role requires a flexible approach, with shifts scheduled between Monday and Sunday, including regular weekend work (which will be approximately 50-75%) and some evenings, particularly during peak periods. The café operates primarily on weekends and during school holidays, with occasional evening events.

Role Overview

The successful candidate will keep the Observatory's café running smoothly while supporting the wider site at weekends. You'll lead the café team day-to-day, monitoring financial performance and ensuring high standards of food quality, service, and a welcoming atmosphere for our visitors. On weekends, you'll act as Duty Manager, overseeing the site, supporting staff, and ensuring visitors have a safe, enjoyable experience.

Key Responsibilities

Catering Operations & Food Service:

- Contribute to developing a menu featuring high quality but simple food and beverages, that appeals to our family audience while ensuring cost-effectiveness and value for money.
- Manage the smooth day-to-day running of the café, including café-style food preparation and service delivery, optimising resources and controlling costs without compromising quality or customer experience.
- Lead on all food preparation for the café, ensuring consistent quality, hygiene, and presentation standards are maintained at all times.
- Support the provision of catering for OSC events, private hires, weddings, and corporate functions as required.
- Ensure counter and display spaces align with OSC guidelines, with customer journey considerations at the forefront.
- Handle all aspects of till operation with careful cash and card control.
- Work up accurate costs and appropriate profit margins for all menu items, whether made in-house or purchased with support from the Finance and Operations Director
- Monitor income and expenditure to ensure ongoing profitability of the café operation,



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and working with the Head of Visitor Experience and Finance and Operations Director contribute to annual budget process and procurement reviews.

Stock Management:

- Source, order, and manage catering stock efficiently, working with approved suppliers to meet operational needs and budget targets, while maintaining high quality standards. All purchases must adhere to correct authorisation procedures.
- Track stock levels and monitor wastage, ensuring effective stock rotation and control. Organise annual stock takes to maintain accurate inventory records.
- Check deliveries, process invoices, and maintain order records and work with the Accounts Assistant to ensure sufficient record keeping.
- Monitor and ensure all storage areas are kept tidy, safe, and compliant with food safety requirements.

Customer Service:

- Deliver exceptional customer service standards, ensuring a friendly, efficient and professional experience for all visitors.
- Respond effectively to customer feedback and develop visitor loyalty.
- Create a positive customer environment and welcoming atmosphere.
- Ensure the café is integrated with the rest of the OSC and contributes to the overall visitor experience.

Health, Safety & Compliance:

- Maintain procedures and safe systems of working that comply with health and safety and food safety legislation.
- Ensure food hygiene standards are met at all times, with accurate records kept.
- Ensure compliance with allergen labelling requirements (PPDS).
- Follow all OSC policies and procedures, reporting deficiencies in systems or equipment.
- Ensure daily cleaning of kitchen areas, equipment, café front-of-house, and dining spaces according to cleaning schedules and requirements.

Team Supervision:

- Train new team members in customer service, food handling, and café procedures.
- Serve as a role model for the team, exhibiting commitment and ensuring staff work together to create a great visitor experience.
- Support team members to develop their skills through regular feedback and a supportive approach.
- Promote a positive, safe, and healthy work environment.



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Additional Duty Manager Responsibilities:

When acting as Duty Manager:

- Act as the senior point of contact on site during weekend shifts.
- Ensure the Centre opens and closes safely and on time.
- Monitor visitor flow, respond to operational issues, and support staff across all departments.
- Respond to incidents, first aid situations, and emergencies following established procedures.
- Ensure safeguarding and visitor welfare standards are upheld.
- Assist with managing visitor queries, group arrivals, and event activity as needed.
- Maintain clear communication with senior management through handover notes and incident reporting.

Person Specification

Essential Knowledge & Experience:

- Experience in a restaurant or café in a senior capacity or seeking progression to the next level in their career.
- Knowledge, understanding, and passion for food preparation.
- Experience working in a fast-paced environment.
- Operate the till and handle customer transactions accurately.
- Clear understanding and strong adherence to food hygiene and Health and Safety regulations.
- IT literacy.

Desirable Knowledge & Experience:

- Formal catering qualification and/or evidence of extensive catering experience.
- CIEH Level 3 Award in Food Safety in Catering.
- Level 3 NVQ Diploma in Hospitality Supervision & Leadership.
- Experience of running a catering operation.
- Knowledge of local resources and suppliers.
- Experience of till systems and stock management.
- Experience monitoring profitability and updating pricing.

Essential Skills & Competencies:

- A flair for quality customer service and a love of food and beverage.
- Friendly, approachable, and a team player.
- Self-motivated, highly organised, adaptable, and resourceful.
- Passionate about enhancing the visitor experience and contributing to the OSC's mission and financial sustainability.



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You will be joining a small, dedicated team. This role is ideal for someone passionate about food, customer service, and contributing to a vibrant visitor attraction. The successful candidate will be comfortable multitasking, working collaboratively with OSC colleagues, ensuring the café operation supports both visitor satisfaction and financial sustainability, and taking overall responsibility for the safe and efficient operation of the site when acting as Duty Manager.

What we offer

The Observatory Science Centre is part of Science Projects Ltd, an educational charity and operates efficiently & economically.

There is free parking on site, plus free tea/coffee etc. Uniform of polo shirt, sweatshirt and fleece are provided, and you are entitled to employee discount in The Café/The Launch Box & Shop. Employees are given the opportunity to use their initiative and to expand their role within the team according to their own skill base.

The successful applicant will be required to start as soon as possible, subject to references etc. Final confirmation of employment will be dependent on satisfactory DBS checks and successful completion of probationary period.

The Observatory Science Centre is a non-smoking environment.

Application Process

To apply, please submit a CV and covering letter to hina@science-projects.org by 5pm, Tuesday 28th April 2026.

Science Projects is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.