

the Albany



Café Supervisor

Recruitment Pack

WHAT WE ARE OFFERING

Responsible to:

Community Café Manager

Salary:

London Living Wage (£13.85/hr)

Contract:

Flexible casual contract; fixed hours may be available on request

Working Patterns:

Mon-Fri 08:30-14:00 / 12:00-16:00

Sat 09:30-15:30

Recruitment:

Rolling

Start Date:

ASAP

Key contacts:

Head of Operations, Venue and Events Managers,
Business Development Team, Creative Teams



HOW TO APPLY

Please apply via the online platform found on our website or [HERE](#).

Applications and appointments are rolling for this role.



Timelines

Application deadline:

Rolling until position is filled

First interviews and trial shift:

To be determined with
Community Café Manager,
once applications have been
shortlisted.

**“The Albany is a perfect example of a
community space; a real hub of something
for everyone”** Resident organisation

Feedback

We will be in touch with all candidates regardless of whether you have been shortlisted or not, but the timing of this will depend on the current status of your application.

All applicants who attend an interview will be offered individual feedback. For those not selected for interview, we will aim to provide, on request, a short summary of what we found that the strongest applications had in common, which we hope will help you with future job applications.

OUR HIRING POLICY



The Albany aims to encourage a culture where people can be themselves and be valued for their strengths. It's important to us that our team represents the same diversity of audiences and artists we welcome into our venues every day.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be when supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to accommodate candidates' own situations whilst meeting the needs of the organisation.

You may not have worked in a cultural organisation before, perhaps you have worked in music, events, in management & leading teams – these are all very transferable contexts. We are keen to hear from a diverse range of candidates from all backgrounds, drawing on different perspectives, experience and knowledge.

We particularly encourage people to apply who have lived experience of the Black and Global Majority communities we serve. The Albany will offer an interview to anyone who identifies as a person who is D/deaf or disabled who meets the essential criteria.

If you would like support to think about how your experience is transferable to this role; or would like to ask us practical questions about the organisation, role or the recruitment process, you can book a confidential conversation with our recruitment contact.

We believe in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contact: Ceri Ellen Payne

☎ 020 8692 4446 ext.206

✉ vacancies@thealbany.org.uk

ABOUT THE ALBANY

The Albany is an arts centre committed to representing the extraordinary creativity and diversity of Deptford, Lewisham and South East London. Each year over 60,000 people attend our events, ranging from music to theatre, spoken word and family performances; and take part in our award-winning participatory projects for young people and adults over 65.

Alongside four performance spaces, a bar, café, garden and coworking hub, we offer a range of low-cost rehearsal space, meeting rooms and offices for community and creative businesses. We aim to foster a welcoming and inclusive space where everyone is inspired to be creative, and where artists are supported and developed, in part through programmes such as our Associate Artists and Creative Communities schemes.

The Albany has 23 resident organisations, and manages and programmes Deptford Lounge on behalf of Lewisham Council. We are co-lead of the national Future Arts Centres network and lead partner of Fun Palaces.

The Albany was Lead Delivery Partner for We Are Lewisham, the Mayor's London Borough of Culture 2022, with over 400,000 audience members attending over 600 events throughout the year. Also in 2022, we were appointed as Lewisham's Arts & Culture Anchor Organisation, responsible for leading sector support initiatives, facilitating networking and amplifying the creative work happening in the borough.



The Rainbow Butterfly, part of the Spring 2025 season, credit Jodie Canwell

OUR VISION

The Albany is the engine room for people to reach their creative potential, tell their stories and define their own culture.

Together we will inspire new possibilities for positive change.



OUR VALUES

Open and welcoming

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

A home for ideas, creativity and action

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people.

Responsive and Flexible

We're co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

A connector of people

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

Adventurous and ambitious

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we're not afraid to try something new.

"The Albany has had a real impact on my life. I've been given a lot of opportunities to grow and explore what I want to do as an artist."

Youth programme participant

CONTEXT OF THE ROLE

The Albany is a registered charity and social enterprise generating over 50% of our annual turnover from earned income streams. These are essential elements of our organisation, both in terms of income generation and as a community resource.

Our CaffA is the central point of our building, and for many people the café is their first point of contact with the Albany. We prioritise relationships with Lewisham-based food suppliers, integrating seasonal produce from our community garden, and aim to provide a welcome space for all.

This is an ideal opportunity for a highly organised person with strong communication skills and the ability to manage competing, hands-on demands in a fast-paced environment.

You will be comfortable working alone and with a team in a customer facing environment, taking responsibility for food and drink preparation and overall presentation of the Albany community CaffA when working. This role works closely with the Visitor Services team as well as a wide array of building users and members of the general public, and as such is ideally suited for someone looking to gain experience with on-the-ground delivery of a community space.



What will you be achieving?

- Working within a small but dynamic team, you will work to build and maintain relationships with our different audiences through day-to-day delivery of our café food and beverage offer.
- You will help us provide a high-quality food and drinks service to our community, preparing and serving food and ensuring an open, welcoming, friendly, and inclusive atmosphere at all times, reflecting the Albany values.
- You will help us share our story by speaking to individuals in the café at the point of purchase, communicating about our values, sharing highlights from our local suppliers, and helping direct our audiences to our wide array of building offers and services where appropriate.
- You will help us maximise our earned income by ensuring the CaffA consistently looks presentable, warm, and welcoming, and by working with our Community Café Manager to ensure our food and drink offers are at all times visible and appealing, and signage up to date.



On a day-to-day basis you will:

- Sell, prepare, and serve drinks and a variety of food offers, maintaining a good knowledge of menu offers and allergens.
 - Open and close the café space and server, ensuring cleanliness, food hygiene, and all health and safety procedures are maintained to the highest standard.
 - Be responsible for cash handling, including till opening and closing procedures.
 - Assist with regular hospitality-related duties, including preparing catering, stock takes, and event bar preparation.
 - With the Business Development and Visitor Services Teams, ensure an excellent audience experience at all times.
 - Support the aims and objectives of the Albany both internally and externally, exemplifying the values of the organisation and good practice, and adapt to the needs of different customers and building users to provide personal and effective service.
- Work within the Albany's Health & Safety, Environmental Sustainability, Equality and Diversity, Data Protection and Safeguarding policies.



PERSON SPECIFICATION

WHAT WE ARE LOOKING FOR

Essential criteria:

Please demonstrate your experience with the essential criteria in your application form. We welcome applicants who can demonstrate experience of the following in a wide variety of ways, including with non-traditional work experience.

1+ year experience in a hospitality environment.

Familiarity with working in public-facing roles, particularly with regards to hospitality (café, bar, restaurants, catering, etc.)

Excellent communication and interpersonal skills.

Ability to work without supervision and on your own initiative.

Knowledge of, or willingness to learn about, food hygiene procedures and relevant health and safety measures.

Confidence in cash handling.

Desirable criteria:

Food Safety Level 2 (training will be provided if certificate not held)

Barista Training.





Confidence in preparing hot drinks and food independently.

Lived experience of the communities we serve, with a specific understanding of the challenges facing Black, Asian and ethnically diverse communities.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

the Albany



The Albany, Douglas Way, SE8 4AG
The Albany is a registered charity number 1112521
    @TheAlbanySE8 | www.thealbany.org.uk

phf Paul Hamlyn
Foundation



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**ARTS COUNCIL
ENGLAND**

