



Albion Games Cafe - Job Description

Job Title	Café Supervisor
Wage	£12.50/hr (Will scale with national living wage)
Hours	Minimum 8 Hours per week
Responsible to	Company Director
About Us	The Albion Games Cafe is a thriving, independent video game cafe in the Norwich Lanes. Offering barista coffee, food & drink, we have a wide range of video games & consoles available to use plus other services such as Pokemon cards & 3D printing. The café also hosts many local communities, with a diverse range of groups and tournaments with regular attendees. In addition, we're a popular spot for birthday parties and other private events. Our long term goal is to create a safe, family-friendly environment for customers of all ages and backgrounds.
About The Role	The Albion Games Cafe is looking for an enthusiastic employee with a community focused outlook, confident in operating the café solo and working as part of a small team. After sufficient training, the successful candidate will be expected to work one full day shift (at least 8 hours) and additional hours for events with suitable prior notice. The role will be subject to a paid trial shift, with a 3 month probation period.
Job Responsibilities	<ul style="list-style-type: none">• Opening, supervising & closing the cafe during operating hours as a key holder• Serving customers during opening hours and carrying out any reasonable service requests, including food preparation, operating a manual barista machine, game recommendations and console operation• Perform general cleaning and basic maintenance tasks of the facility, to report any discovered faults to director• Liaise with the director about new potential events or outreach opportunities• Support the delivery of events & private hire as required• Take booking or hire requests or forward to director as necessary• Perform end of day sales checks

ESSENTIAL	DESIRABLE
Qualifications & Training	
<ul style="list-style-type: none">• No essential qualifications or training as training will be provided.• Willing to undertake training as required	<ul style="list-style-type: none">• Barista training in any capacity• Fire Safety & First Aid training. May be provided as necessary
Experience	
<ul style="list-style-type: none">• Customer Service or Hospitality industry experience	<ul style="list-style-type: none">• Gaming or esports industry experience• Barwork experience
Knowledge	
<ul style="list-style-type: none">• None, all required knowledge will be provided where missing• Must be willing to learn necessary business information	<ul style="list-style-type: none">• Knowledge of gaming as a hobby• Knowledge of the hospitality industry and primary customer base.• Local family-orientated connections
Skills / Abilities	
<ul style="list-style-type: none">• Strong communication & customer service skills• Ability to work and make wise decisions independently	<ul style="list-style-type: none">• Experience working independently• Ability to manage time effectively and independently
Personal Characteristics	
<ul style="list-style-type: none">• The ability to be flexible in role as tasks may vary, both short and long term	<ul style="list-style-type: none">• Friendly, customer-facing nature• SEND/Neurodivergent person awareness