

EAST QUAY

**FRONT OF HOUSE
SUPERVISOR
RECRUITMENT PACK
APRIL 2026**

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Overview

Post: Front of House Supervisor

Part/Full-time: Between 3-5 days per week - to be discussed (24-40 hours)

Location: Watchet, Somerset

Salary: £14.45 per hour (Full Time Equivalent £30,137 for a 40 hour week)

Deadline for applications: 30th April 2026

Interviews: Week Beginning 4th May 2026

Start date: ASAP, by end-May ideally

Responsible to: East Quay General Manager

Work alongside: East Quay General Manager, East Quay Assistant Manager, Directors, Front of House Manager, Front of House Team, Chefs, Cultural Team

We are looking for a practical, proactive, and community-focused Front of House Supervisor to join our team at East Quay. In this role, you'll help ensure the smooth day-to-day running of the café, our five on-site accommodation pods, and wider site — from supervising the café team to managing orders and maintaining safe operations throughout.

This position would suit someone with a broad set of practical skills and a positive, can-do attitude. We understand that the candidate may not have every skill listed, but we're keen to hear from people who can demonstrate relevant experience, adaptability, and a willingness to learn. For the right person, there may be opportunities to develop the role further and contribute to our wider organisational goals.

You'll work closely with the East Quay General Manager, as well as a friendly and collaborative team that includes the culture team and studio tenants.

Job Description

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.

Key Responsibilities

- Support the Front of House Manager in the day-to-day management and running of the café and accommodation pods;
- Supervise and lead front of house operations, ensuring excellent customer service and a welcoming environment
- Prepare and serve high-quality drinks, including coffees;
- Monitor stock levels, rotate stock correctly, and place orders in line with business needs;
- Liaise with suppliers where appropriate and support the management of deliveries and stock transfers;
- Manage and maintain all areas (café, kitchen, and accommodation pods), ensuring they are kept clean, safe, and well maintained;
- Coordinate and carry out in-house cleaning and turnaround of accommodation pods;
- Maximise sales through effective display and product knowledge;
- Replenish stock as needed, flagging low stock to the Front of House Manager;
- Acts as a key point of contact for customer feedback, handling complaints professionally and reporting insights to management;
- Attend Front of House Supervisor meetings with Supervisors, Front of House Manager, and East Quay Manager and Assistant Manager;
- Maintain a strong knowledge of food, drink, suppliers, and the wider organisation;
- Ensure compliance with all health and safety, food hygiene, and company policies;
- Carry out routine equipment care, including coffee machine maintenance and line cleaning (training provided);
- Contribute positively to the organisation's wider aims and community ethos.

Person Specification

Skills:

Essential

- Previous experience in a café or hospitality environment, including barista skills and front of house service;
- Confident supervising a small team in a busy environment and supporting day-to-day operations;
- Strong customer service skills with a friendly, approachable, and professional manner;
- Good organisational skills and the ability to multitask in a busy environment;
- Experience with stock control, ordering, and managing deliveries;
- High standards of cleanliness and attention to detail;
- Willingness to undertake a range of practical tasks, including cleaning accommodation pods;
- Ability to work flexibly, including weekends and holidays;
- A proactive attitude, with energy, initiative, and enthusiasm;
- Strong team player with a collaborative approach;
- Ability to work calmly under pressure.

Desirable:

- Knowledge of vegan and vegetarian food and dietary requirements;
- Experience cleaning and preparing accommodation or similar spaces;
- Understanding of food hygiene standards and record keeping;
- Experience with line cleaning or willingness to be trained;
- Commitment to equality and diversity;
- Enthusiasm for working within a community-focused organisation and contributing to its wider aims;
- Willingness to undertake a DBS check if required.

Equal Opportunities

We want our company to be representative of all sections of society and welcome applications from everyone. Equality and diversity considerations are not an 'add on' to the work that we do, rather enabling access and engagement to the broadest range of people from and beyond our community is the very reason for our existence. We are committed to achieving a truly inclusive environment for all, providing an atmosphere where everyone can take part, learn, work and engage free from prejudice, discrimination, harassment and violence.

We would be grateful if you could please complete our Equal Opportunities form.

Caring responsibilities or other personal circumstances

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 in terms of supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to meet candidates' own situations whilst meeting the needs of the organisation.

This role will require staff members to work during school holidays and may require some weekends and evenings. The position is advertised as a part or full time role but please do talk to us if caring responsibilities or other circumstances mean you would like to discuss possibilities in these respects.

Making an application

Please send a CV including two referees and a letter of application (maximum 2 sides) detailing:

- Your suitability for the position
- Relevant experience
- Why you want to work at East Quay

Please apply to jobs@onioncollective.co.uk by the end of the day on the **30th of April 2026**.

Interviews will take place week beginning the 4th of May 2026 and the appointed postholder will preferably commence duties in end-May.

Contact

If you would like to have an informal conversation about the role, please contact Miriam Higgs on email miriam@onioncollective.co.uk in the first instance.

If you have any questions about the recruitment process, please contact Kiri Carter via jobs@onioncollective.co.uk.

Letting you know

We will contact all unsuccessful candidates to tell them they have not been short-listed for interview.

References and DBS

All appointments are made subject to satisfactory references, satisfactory enhanced DBS check, and the right to work in the UK.

Travel to work

We actively encourage sustainable travel to and from East Quay and support walking, cycling, and car sharing wherever possible.

More information about East Quay can be found at www.eastquaywatchet.co.uk



Working at East Quay, Onion Collective and Contains Art

East Quay is operated in Consortium by Onion Collective and Contains Art and is home to more than ten creative businesses, artists and freelance practitioners. We have a team of around 30 staff working across culture, learning, community-building, alternative futures and hospitality.

We are firmly committed to creating a supportive, reflective, nurturing working environment that provides opportunities for fun, purpose and advancement for our team and the artists and partners with whom we work. We aim to be non-conformist as an employer, prioritising wellbeing, flexibility, personal needs and shared respect and responsibility.

About East Quay

East Quay is about culture, purpose and imagination. Our overall ambition is to establish it as a transformational cultural centre rooted in place but oriented toward the future – a living, breathing site where art, community, ecology and imagination intersect to model more hopeful, just and regenerative ways of living. Over the next few years, our priorities are to deepen East Quay's role as both an anchor for local belonging and a laboratory for experimentation: a space that nurtures connection, curiosity and collective agency while pioneering new cultural, economic and ecological practices that respond to the crises and opportunities of our times.

We aim to strengthen East Quay's foundations as a community hub of shared values, care and creative participation, embedding practices of inclusion, justice, and ecological consciousness across everything we do – from programming and partnerships to governance and the built environment itself. At the same time, we intend to expand its function as a site of radical imagination and learning, using exhibitions, residencies, labs and convenings to explore alternative futures, post-capitalist economies, and bioregional resilience. East Quay will act as a network connector – linking people, ideas, and movements across generations and sectors. Ultimately, our ambition is for East Quay to stand as a cultural commons for the region: a place where creativity fuels belonging, art drives systemic change, and new narratives of interdependence, care and possibility are possible.

About Onion Collective CIC

Onion Collective is a social enterprise working to tackle social, cultural and environmental justice in our hometown here in Watchet, through wide reaching and ambitious regeneration projects. Where any profits are made, they are reinvested to benefit the town and community as a whole.

The organisation was founded by a group of friends who decided to see if we could make a little bit of difference in the world by initiating community and cultural projects and activity and by seeking to prioritise connection, compassion and curiosity in our work and the world we help to create. We believe a different kind of economy is possible and are working to demonstrate the future now, for example through East Quay and Understory, which is about community connectedness and social capital. We also undertake a small amount of consultancy work to support other communities and we conduct our own investigations and publish our own writing, in particular about community enterprise and the next economy.

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