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| Job Title: | Supervisor – Food and Beverage Retail Unit | | |
| Location: | Loggerheads Country park | Travel Required: | Only to place of work |
| Level/Salary Range: | £16562 Annual £13.00 per hour | Position Type: | Part time - TEMPORARY |
| HR Contact: | Anna Taylor | Date Posted: | 08/01/2026 |
| Hours | Part time Job Share – 24.5 hours per week including weekends on a rota basis | Application deadline | |

Chilly Cow Ice Cream is a family run business supported by a small but committed team. Having significantly increased our production capacity and as we follow our dream towards more retail offerings, we are looking for the right people to spread the love of Chilly Cow.

We are looking for a dedicated and enthusiastic Coffee and Ice Cream Hut Supervisor to lead day-to-day operations with a focus on exceptional customer service, team leadership, and maintaining a high standard of quality and cleanliness. The ideal candidate will have a strong work ethic, a positive attitude, and the ability to motivate others in a fast-paced environment.

Key Responsibilities:

- Deliver friendly, efficient, and professional service to every customer.
- Supervise daily operations of the coffee hut, ensuring smooth workflow and consistency.
- Lead by example in customer interaction, work pace, and attitude.
- Maintain high standards of cleanliness, hygiene, and food safety.
- Preparation of hot snacks, cold snacks and sweet snacks as well as hot and cold drinks
- Ensure products are prepared to quality standards and served promptly.
- Train and support team members, helping to build a positive and respectful work environment.
- Monitor inventory and restock supplies as needed.
- Handle customer feedback or concerns calmly and effectively.
- Assist with opening and closing duties, cash handling, and reporting.

What We're Looking For

We need a confident, organised team player to supervise our coffee hut and help us deliver amazing experiences to all guests.

This role is perfect for someone who can take initiative, enjoys working with people, and wants to be part of a supportive, hard-working team.

Preferred Skills

We'd love you to have:

- Solid IT skills – especially in Excel, Word, Publisher, Adobe, and social media platforms
- A full driving licence and your own car
- Great organisational skills
- A natural ability to chat with and build rapport with customers
- Good attention to detail
- Confidence to make decisions when needed, especially in the absence of management
- A desire to see the business grow and be part of that journey
- Welsh language skills are a bonus but definitely not a dealbreaker!
- Previous experience in a customer-facing food or beverage role (some leadership experience preferred).
- Excellent communication and interpersonal skills.
- Strong organisational and time-management abilities.
- Dependable, punctual, and willing to take initiative.
- Basic knowledge of coffee and espresso drinks is a plus (training provided).

About You – The Person Behind the Role

We're a close-knit, happy team who work hard and support each other – especially when things get busy. The right person will ideally be:

- Positive and enthusiastic
- Creative and calm under pressure
- Open and honest
- A real team player who loves to muck in and help
- Someone who understands (and enjoys!) rural life

You don't need to tick every single box – if you bring the right attitude, we're happy to help you develop the rest!

What We Offer

- Unlimited ice cream (yes, really!)
- Competitive pay
- Supportive, friendly work environment
- Opportunities to grow your skills and responsibilities over time

Holidays

You'll receive 5.6 weeks' holiday (pro rata) as standard.

As is standard in the hospitality industry, bank holidays are treated as normal working days. Time off on these dates is not guaranteed and must be requested and approved in advance.

Room to Grow

We're big believers in supporting our team's development. If there are opportunities to build your skills or continue learning while working with us, we're happy to chat and make it happen.

Start Date

Immediate

How to Apply

If you think this sounds like your kind of job, we'd love to hear from you!

Send your CV and a short covering letter explaining why you'd be a great fit to:

anna@chillycow.co.uk