



Job Title	Front of House Supervisor (Cafe & Welcome Desk)
Accountable to	Operations Manager
Personnel responsible for	Front of House Assistants
Location	North Edinburgh Arts, MacMillan Hub, 12c MacMillan Square, Edinburgh, EH4 4AB
Hours of Work	To be negotiated. Between 22 – 28 hours per week, 4/5 shifts over 6 days (Mon – Sat). Flexibility with hours and days work will be required.
Salary	£25,500 per annum (pro rata)
Contract Length & Probationary period	Permanent, future funding dependent. Probationary period will be six months from commencement of employment
Primary Funder for post	NEA Core Funding and Income Generation

NEA Context:

Rooted at the heart of our community, North Edinburgh Arts runs a community owned, purpose-built, creative space delivering dynamic and sustainable programmes which build confidence, strengthen connections, and challenge perceptions. North Edinburgh Arts opens doors and minds. The wide-ranging programme of activities on offer at NEA is underpinned by our unique and layered approach that is:

- Creative
- Trauma Informed
- Sustainable
- Community Led

The NEA venue is fully owned by the community it serves and houses a 96-seat theatre, 72-seat café, 6 artist studios, 5 multi-use studios, a music studio, 2 wood workshops, 4 offices, a hot desk mezzanine, third floor greenhouse, and half acre community garden. NEA makes up a third of the MacMillan Hub, and shares an entrance with the Muirhouse Library, the Skills Hub, and the Pennywell Early Years Centre, run by the City of Edinburgh Council.

NEA is a Charity registered in Scotland (SC027700) operated by the staff team working with freelance artists, valued volunteers, and partner organisations. NEA is overseen and supported by a Board of Directors, the majority of whom are local residents.

Job Role:

The Front of House team is an integral part of the Operations Team within the recently redeveloped and reopened North Edinburgh Arts.

The FOH Supervisor will be responsible for leading the day to day operations of our busy Community Café and Welcome Desk area. Motivating and leading our FOH team to provide all visitors to NEA a warm welcome and an excellent, enjoyable service experience while ensuring maximisation of revenue through several income streams.

With a passion for all aspects of arts in the community, the role requires an eager and adaptable individual with a creative approach to problem solving and good interpersonal skills.

General Responsibilities:

- Lead, train and support the FOH team to deliver a consistent, high-quality service in both the Community Café and Welcome Desk areas
- Oversee daily operations including opening and closing procedures, preparation and service of food and drinks, cash handling and record keeping
- Manage and issue staff rotas for the FOH team ensuring adequate staffing levels across opening hours and for special events
- Responsible for implementation of stock control systems, efficient management of supplier orders and stock levels
- Liaise with Finance and Kitchen, update POS system regularly to ensure accurate pricing and recording of all sales
- Oversee the provision of administrative support across the organisation
- Deal effectively with all enquiries relating to hires, ticket sales and event information
- Effectively and appropriately use management systems including HR, POS and Venue Management
- Design, develop and deliver standard operating procedures for use by the FOH team
- Ensure compliance with food safety and food hygiene standards, completing and maintaining all required records
- Adhere at all times to NEA Health & Safety and Emergency procedures and other policies set out in the Staff Handbook
- Communicate effectively to all staff, volunteers and service users

Essential Skills & Knowledge:

- Strong leadership and people management skills, previous supervisory experience
- Experience of working in a Cafe, Hospitality or similar setting including Barista experience
- Passion for excellent, friendly, customer service and participant experience
- Office administration experience with excellent IT, written and verbal communication skills
- Familiarity with POS and Venue Management systems
- Strong work ethic, attention to detail and willingness to take accountability
- Ability to multi-task in a fast-paced environment,
- Evidence of a positive, proactive and flexible approach
- Good organisational and time management skills.

Desirable Experience:

- First Aid and Health & Safety Training
- REHIS Food Hygiene Training to Level 2

- Experience in basic food preparation and cooking methods
- Familiarity with Food Safety Regulations & HACPP

Application Process – October 2025:

Please apply by sending a current CV and covering letter to recruitment@northedinburgharts.co.uk with 'Front of House - Supervisor' in the subject line.

We strive to be an organisation that is open and welcoming and where different voices can flourish. We are keen to recruit someone who feels their voice is under-represented in the sector and have a commitment to accessibility and equality. We would welcome and encourage applications from individuals living and/or working in the areas of North Edinburgh neighbouring NEA.

We recognise that the written format is not always the most accessible way to apply, so if there are any specific access requirements you need to apply for and/or to fulfil the position, please let us know and we will arrange that with you.

Applications close at 12pm on Tuesday 21st October 2025. Interviews will take place on Tuesday 28th October 2025.