



Fruitful Cafe Supervisor Candidate Pack

A letter from our CEO

I am delighted that are thinking about joining the team at PiP. I hope this pack helps you understand our work, how we support our students to achieve their goals, and gives you the information you need to apply for the role of Fruitful Cafe supervisor.

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives. We were established in 1983 by parents wanting more challenging and ambitious support for their children and we now celebrate 40 years of impact. Our history is rich & varied and we have grown from 25 students a decade ago to near 90 students today.

Around two-thirds of those we support have employment as a long-term goal. We have a broad employment programme designed to offer the skills & confidence necessary to secure and maintain jobs. A major part of this programme has been our in-house work experience opportunities. Since October 2025 the Fruitful Community Cafe has run one day per week offering four work experience opportunities and providing pay-what-you-can meals to dozens of customers every Tuesday. From October 2026 we're going full-time Monday-Friday and so we are expanding our team for this growth.

We challenge ourselves to be innovative and deliver a truly unique level of support and opportunities for people with a learning disability and autism. We work hard to empower our students to become as independent as they can be and live a life of their choice, despite the barriers. Everyone on the team is a vital part of ensuring that we do for the people we support while keeping a strong focus on fun.

This new role of Cafe supervisor is vital for the success of the new expanded Cafe so I do hope you will consider applying for the role. If you have any questions I would be happy to discuss the role with you.

Yours sincerely,
Denise Largin
CEO





Who we are:

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives.

With around 32 staff and a Board of 8, we work to empower over 85 adults with Learning Disabilities and Autism every year to achieve their potential, move towards independence and live their best lives.

Our approach is student-led with our curriculum and each student's timetable the result of a collaborative approach with students, families, and social workers. Student goals can vary widely from learning to cook a meal to securing part-time work, to strengthening friendships or showcasing their creativity. Each student at PiP is referred by our Local Authority partners and with a waiting list of over 40 students we are confident we offer a top-tier service.

Financially we are stable with strong financial reserves and an income mix circa 75% commissioned services and 25% philanthropic partnerships. From this position of strength we plan to invest in the team, new services and projects to expand our provision and secure more impact in our community.

Why we need you:

Fruitful supports adults with learning disabilities into employment via paid work experience. Fruitful has run in various forms for over 8 years, in October 2025 we opened a part-time welcoming Community Training Cafe which has been so successful we are now opening full-time Monday to Friday from October.

We are now looking for a Cafe Supervisor to oversee our day-to-day Cafe operations, support our trainees development, and help us on our journey to our best selves. Join the Fruitful Cafe team as we enter full-time operations and expand our impact to support more adults with learning disabilities and autism into employment.



Who we support and why:

At PiP, our focus is on teaching and learning life skills; PiP students range in age from 18 to 64 and our average student is around 34 years old.

PiP students have a range of learning disabilities including Down's Syndrome, Fragile X, Autism Spectrum Conditions (ASC), dual diagnosis with mental health problems and/or physical health conditions such as Diabetes and Epilepsy.

PiP's team deliver person-centred support to each of our students to identify their strengths, interests and passions. We support them and their families/carers to maximise opportunities in their community through signposting and working in partnership with like-minded organisations.

Structural inequalities in society mean that people with learning disabilities are not always recognised for their skills and talents and given the opportunity to live independent lives. We want to change that. And with your skills and talents, we can make sure that every PiP student has a voice and can make their own choices about their own lives.

We are keen for our students to always have a voice, including at PiP, and so we have two student forums to ensure everyone's voices can be heard. Our Student Council ask the big questions including holding our board and SMT to account. While every week all our students have student meeting with their own agenda where they can express their views on PiP and ask about elements like new staff, our leisure programmes, or sessions.



Our structure

The Fruitful Café team works together to create a welcoming community café in Westminster that helps tackle food poverty while providing meaningful employment and learning opportunities for adults with learning disabilities and autistic people.

As our Café Supervisor, you'll play a key role in helping people take their next steps into work in the hospitality industry. Reporting to the Fruitful Café Project Manager, you'll supervise the day-to-day running of the café, support and manage the team, and make sure we continue to deliver a great experience for everyone who visits.

You'll work closely with the Fruitful Development Worker and our café crew to help trainees build their skills, confidence and experience in a real working café. Every day, you'll support up to four trainees as they gain paid work experience in hospitality while serving around 50 customers.



What we're looking for

As our Cafe Supervisor, you'll help create an inclusive café environment by:

- Oversee efficient day-to-day running, efficient customer experience
- Supporting Café trainees to develop new skills and independence through the day-to-day cafe activities.
- Working alongside the team to provide person-centred support, ensuring café trainees achieve their individual goals.

Our ideal candidate will have experience of working with adults with learning disabilities, or a similar vulnerable service user group, and a strong commitment to person-centred support.





Key accountabilities

Team Leadership & Development

- Lead and line manage the café team during daily operations
- Support team to deliver excellent service and product quality
- Work with the Fruitful Development Worker to coach and train the team
- Develop a positive, inclusive and high-performing team culture

Operational Excellence

- Oversee the smooth running of day-to-day café service
- Manage stock control, ordering, and waste/portion control
- Manage opening and closing procedures and daily cash handling
- Coordinate team workflow during busy periods to maintain efficiency
- Enforce cleanliness, organisation and presentation throughout the café

Customer Experience

- Create a welcoming and engaging environment for all customers
- Engage customers with the vision of our work with trainees
- Respond to customer feedback and handle issues professionally
- Build relationships with regular customers and the local community

Basic Preparation & Service Support

- Assist with drink and food preparation tasks
- Supervise staff when clearing tables, cleaning and resetting customer areas
- Manage stock ordering of basic items such as cups, milk and condiments
- Work in line with guidance to support everyday service delivery.

Food safety compliance

- Ensure team follow and record food hygiene and health & safety procedures.
- Ensure team maintain cleanliness of workspaces and personal presentation.
- Ensure all kitchen equipment is used and maintained safely.
- Ensure compliance allergen awareness and safe handling practices.



Person specification

Experience and knowledge - (E) = essential and (D) = desirable

- (E) 2 years experience leading a team in a kitchen or hospitality setting.
- (E) Experience handling customer complaints and service recovery.
- (E) Experience of motivating and supporting teams during busy service periods to maintain high standards of service.
- (E) Experience of identifying and resolving operational or customer service issues effectively.
- (E) A strong understanding of food safety legislation with a minimum of a Food Hygiene Level 2 or higher qualification
- (D) Experience working with people with learning disabilities, or a similar client group.
- (D) Experience supporting recruitment or onboarding.
- (D) Experience contributing to menu development.

Skills and abilities - (E) = essential and (D) = desirable

- (E) Proactive, hands-on leadership approach.
- (E) Strong communication and interpersonal skills.
- (E) Effective communication with people who have complex communication needs.
- (E) Ability to train and develop team members in a cafe role.
- (D) Ability to adapt quickly to changing priorities and service demands.

Working patterns

- This role is based at our 4 Lilestone Road, NW8 8SU Training Cafe.
- The contractual hours are 37.5 hours per week. Our core hours are 9-5:00pm
- As an in-person service our staff are required to be on-site
- With our focus on supporting adults with disabilities we believe it is vital to support our staff with neuro-diverse thinking or mobility issues. Many members of our team have reasonable adjustments, including members of our senior management team, and we are happy to discuss these.



What's in it for you?

- The salary for this role is between £32,500 dependent on experience with incremental pay progression.
- You'll get 25 days holidays + bank holidays ever year. We're closed for Christmas but the rest of the year you may take leave whenever you wish.
- An extra day of annual leave for each year you've worked with us up to another 5 (30 in total)
- We offer a travel subsidy to help with the cost of commuting.
- We provide a 4% pension contribution
- Free Employee Assistance programme 24/7 with access to counselling
- We offer regular team meals and socials - generally during work hours and they are optional.
- We offer a cycle-to-work scheme and as we're a charity you'll get access to savings like charityworkerdiscounts.com

Next steps

We ask you to apply by sending us your CV to: jobs@piponline.org.uk

We recognise that your experience may be from unpaid roles as well as paid employment. Please include any voluntary work if it helps to show why you are the right candidate for the job.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact us on the e-mail above if you require any assistance or adjustment so that we can make the application process work for you.

The closing date for applications is Friday 21st August. We encourage you to apply early, as applications will be reviewed as soon as they are received and we may close the advert sooner subject to finding suitable candidates.

This post will require an enhanced DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

