



QUIET COMPANY JOB DESCRIPTION

JOB TITLE:	Commercial Supervisor
REPORTING TO:	General Manager, Swarthmoor Hall
RESPONSIBLE FOR:	Supervision of staff and volunteers as agreed
DEPARTMENT:	Swarthmoor Hall, Quiet Company, Cumbria
DATE:	July 2025

Job Purpose

- To support the sustainable development of Swarthmoor Hall as the spiritual ‘Cradle of Quakerism’ and as a visitor attraction with accommodation
- To help ensure that the commercial operations at Swarthmoor grow sustainably, run effectively and efficiently and offer a warm welcome & great experience to all
- To work closely year-round with a small team, in particular the General and Assistant Managers, providing operational support, site supervision and out of hours cover as required.

Key Accountabilities:

- Safe and effective operation of the café and wider guest food offer, including assisting with stock control and ordering and day to day running of the cafe
- Safe and effective operation of the shop and wider retail offer, including assisting with stock control and ordering and day to day running of the shop
- Day to day organisation and supervision of staff & volunteers working in the café & shop
- Assist with recruiting and looking after café & shop volunteers
- Meeting all relevant day-to-day hygiene and health and safety standards
- Operating & updating the EPOS till system used for the cafe and retail operations
- Assist with daily and weekly cash and till related activities, including cashing up and reporting
- Welcoming all guests & visitors and making sure we are meeting their needs
- Assist with the development and running of a year-round events programme
- Assist with generating ways of attracting new visitors and events and selling the services offered by Swarthmoor Hall
- As part of a small team you will be responsible on designated days for properly completing opening and closing procedures for all areas incl. the historic house
- Any other duties as reasonably required by the post or manager

2. Intellectual Demands

This is an exciting, front facing role acting as an ambassador for Swarthmoor Hall and as such includes:

- The need to balance operational delivery with planning time
- A good level of attention to detail
- The ability to work both independently and as part of a small team
- The ability to plan and prioritise, work quickly and accurately under pressure and be able to deal with the unexpected

3. Judgements

In this role, you will:

- Make good operational decisions taking into account the important wider spiritual dimension of the Hall
- Follow the organisation's systems, policies and processes
- Be effective in managing time and priorities for the work
- Make effective use of financial and other resources

4. Use of Resources

In this role, you will use and be confident with, amongst others:

- Catering equipment, including coffee machines
- EPoS till systems and associated technology
- Office equipment such as computers, printers and Microsoft Teams
- Money – managing it on site and when ordering stock and other items
- Operation of security systems

Training and support will be provided.

5. Communications

Internal: 30% (approx.)

Primarily with colleagues and volunteers at Swarthmoor Hall, with some contact with Quiet Company and Quaker teams at Friends House, London

External: 70% (approx.)

This is an front facing role involving contact with a range of visitors and other parties including:

- Day visitors and overnight guests to Swarthmoor Hall
- Visiting Friends and local meetings
- Local suppliers, activity providers and contractors
- General enquiries in person or via phone / email

6. Physical Demands & Co-ordination

As a front (visitor) facing role there will be a mix of work including periods of standing on your feet serving, moving of equipment / furniture, manual handling of stock and working with electrical equipment; as well as more office-based time.

The role sometimes involves the duties of site supervisor, fire warden and appointed person for first aid.

7. Working Conditions and Emotional Demands

This role is based at [Swarthmoor Hall](#), a small site on the edge of Ulverston in south Cumbria. We have accommodation that is already open all year round; and are looking to increase the opening days for our Hall and Gardens and café to attract more visitors to this wonderful place in 2026 and beyond.

- This is a practical and front-facing role, so all duties are expected to be performed on site
- This role is focussed on day to day operations in the café and shop, with some administrative tasks based in the office
- The hours for this role will be split over a general working pattern in 2025 of between 09.00 and 17.00 on Monday to Friday. This is likely to change in 2026 to be over Monday to Saturday
- The work will involve working evenings, weekends and bank holidays to support the programme of events and activities that we offer
- The nature of the hospitality operation may mean working occasional shift patterns between 07.00 and 23.00
- The role may require being part of the out of hours emergency phone cover and response
- The post holder may deputise for the Managers on occasion

Other Responsibilities

- Undertake duties and responsibilities commensurate with the post
- Responsible for ensuring that QIB's Safeguarding Policy is adhered to in all aspects of the role
- Responsible for ensuring that QIB's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that QIB's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that QIB's commitment to sustainability is adhered to in all aspects of the role
- Responsible for ensuring that QIB's Staff handbook is adhered to at all times
- A commitment to championing equity, diversity and inclusion in our workplace community

Safeguarding requirements

- Completion of mandatory training modules on safeguarding adults and children

The postholder is expected to demonstrate in their work both the [Quaker Values](#) and the [Quiet Company](#) Values and Commitments (that talk about how we work).



QUIET COMPANY PERSON SPECIFICATION

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ESSENTIAL Knowledge, skills and experience

- You will be a confident, friendly and strong team player, a people person and example to those working with you
- You will be conscientious and motivated with a hands-on approach and 'can do' attitude to your work
- You will have sympathy with Quaker and Quiet Company values
- Good knowledge of delivering great customer service and a brilliant all round guest experience
- Good communication (written and verbal) and administration skills to engage with a wide range of customers and backgrounds
- Good IT skills suitable for an administration and sales role
- Experience of working in a small café or shop or similar activity and all that is involved in doing so

DESIRABLE knowledge, skills and experience

- Hold a current Level 3 food hygiene certificate
- Hold other hospitality related qualifications
- Experience of using EPoS till systems
- Housekeeping and hospitality experience
- Experience of health and safety and risk management legislation
- A good understanding of equity, diversity and inclusion in the workplace
- You will be motivated by targets and the desire to sustainably grow a business
- Used to working effectively as part of a wider organisation, often with limited resources
- Running a small café or shop

You do not have to be a practising Quaker to be part of the team at Swarthmoor Hall. You will be expected to respect and learn about the Quaker faith.