

Job Description

Cafe Manager

Hours of work: 28 hours per week. Weekend working and bank holidays included as per rota.

Type of contract: Permanent

Based at: College Lake Nature Reserve, Tring, Bucks, UK

Croner rank: 5

Job Purpose

To lead and actively participate in the planning, preparation, and execution of catering services, ensuring high-quality food, exceptional customer service, and efficient operations. The Catering Manager plays a hands-on role in both kitchen and event settings, managing staff, coordinating logistics, and maintaining standards that reflect the company's commitment to excellence and client satisfaction.

Reporting Line

This post reports directly to the Operations Manager.

Line Management

This role line manages the Café Shift Leaders & Café Assistants, and a small number of zero hours workers during peak periods.

Key Responsibilities

- Manage the overall performance of the café and catering services
- Lead and participate in the preparation, cooking, and presentation of food for the café
- Plan and coordinate catering logistics, including menu planning, staffing, and equipment
- Line manage, train and recruit catering staff, ensuring high standards of food safety, hygiene, and customer service
- Finance management including budget planning, stock and inventory control, staff costs and maintaining margin
- Implement marketing and promotional strategies to increase sales
- Ensuring standard operating procedures are in place and being adhered to
- Maintain compliance with health and safety regulations and company policies
- Handle on-site issues and make real-time decisions to ensure smooth event operations
- Act as Visitor Centre Duty Manager as required (including regular weekend working and occasional Bank Holidays).

Person Specification

- Used to being involved in the workings of a busy café, or similar food service, in a leadership role
- A culinary or hands-on kitchen background
- Commercial awareness of profit margins and VAT
- Excellent organisational skills, ability to work under pressure
- A welcoming approach in dealing with the public and colleagues
- Ability to lead by example and work collaboratively with a team
- Proficient IT user (MS Word, Outlook, Excel)
- Ability and willingness to learn our rota and finance systems
- Flexibility to work evenings, weekends, and holidays as required
- Level 3 Food Hygiene qualification

- First Aid Certificate*
- Ability and willingness to demonstrate the BBOWT behaviours and values

*This training will need to be passed within 3 months of starting the role. A failure to pass may result in the contract being terminated

Measurements Of Success

- Maintaining a hygiene rating of Level 5
- Low wastage and good stock management
- Increased levels of income generation
- Visitor satisfaction surveys, excellent customer feedback on service and food
- A positive and efficient Café Team

Due to the Duty Management aspect of the role this post will be DBS checked at basic level. A criminal conviction will not necessarily be a bar to obtaining the position. BBOWT will not unfairly discriminate on the basis of criminal convictions. BBOWT's policy regarding this matter and the Disclosure and Barring Service Code of Practice are available on request.