Job Description

Café Manager

Hours of work: 35 hours per week (hours negotiable). Weekend working and bank holidays included as per rota.
Type of contract: Permanent + Casual Hours contract
Based at: College Lake Nature Reserve, Tring, Bucks, UK
Croner rank: 5

Introduction

Our café is more than somewhere to eat and drink. Situated at the heart of the nature reserve, it plays a vital role in welcoming visitors, bringing people closer to nature and generating income that supports our conservation work.

We're looking for a creative and commercially minded leader who can build on the café's success, bring fresh ideas to the visitor offer and identify new opportunities for growth. This is an exciting opportunity to lead a dedicated team, champion high-quality homemade food and locally sourced ingredients, and help the café become a destination which visitors return to time and again.

Job Purpose

The Café Manager will lead and grow our nature reserve café, delivering outstanding visitor experiences while generating income to support conservation. They will champion homemade food, locally sourced ingredients, sustainability and community engagement, whilst developing new opportunities, enhancing the café offer, and expanding events and private hire activities.

Reporting Line

This post reports directly to the Operations Manager.

Line Management

This role line manages the Café Shift Leaders & Café Assistants.

Key Tasks

- Lead the day-to-day operation of the café, creating a welcoming and memorable experience for every visitor
- Maintain high standards of food quality, presentation, and customer service
- Oversee the production of fresh food and homemade cakes, ensuring quality and consistency
- Identify and deliver opportunities to grow footfall, income, and profitability
- Develop and expand private hire, events and other income-generating opportunities
- Champion the use of local, seasonal and ethically sourced products
- Recruit, coach and motivate café staff to achieve excellent results
- Manage budgets, stock control, and operational performance to support sustainable growth
- Ensure compliance with food hygiene, health and safety and company standards.

Person Specification

- Track record of managing or supervising a café, hospitality, or catering operation
- A passion for great food, excellent visitor experiences, and creating welcoming environments
- Strong commercial awareness and the ability to introduce new ideas
- Excellent leadership, organisational and communication skills
- Skills to motivate, coach, and support teams
- Proficient IT user (MS Word, Outlook, Excel, Rota and Finance systems)
- Level 3 Food Hygiene qualification
- Ability and willingness to demonstrate the BBOWT behaviours and values.
- First Aid Certificate*

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

Measurements Of Success

- Growth in café income, profitability and visitor engagement
- Successful development of events, private hire and other income-generating activities
- Consistently excellent visitor feedback and customer satisfaction
- Increased use of local, seasonal and sustainable suppliers
- A motivated, skilled and high-performing café team