



## **Job Description: Café Manager**

### **Position Overview**

The Hub is seeking a talented cafe manager with a passion for customer service and knowledge of food/drink service. The Café Manager oversees the overall operations of a café, ensuring a high-quality customer experience and efficient operations. This role involves leadership in menu development, financial oversight and maintaining excellent standards.

### **Key Responsibilities**

#### **1. Operations Management**

- Oversee day-to-day operations of the café, ensuring seamless service and smooth functioning.
- Implement and monitor operational procedures to maintain efficiency and quality standards.

#### **2. Customer Experience**

- Ensure an exceptional customer experience by maintaining high standards of service and product quality.
- Address customer feedback and resolve issues promptly and professionally.

#### **3. Menu and Product Development**

- Collaborate with chefs or baristas to develop and update menu offerings, considering seasonal trends and customer preferences.
- Source high-quality ingredients and products to meet the café's standards.

#### **4. Financial Oversight**

- Manage budgets, monitor expenses, and ensure profitability.
- Manage inventory to minimize waste and control costs.

#### **5. Health and Safety Compliance**

- Ensure compliance with food safety, hygiene, and workplace safety regulations.

#### **6. Recruitment and management**

- Recruit, train and manage volunteers on an as needed basis

This is a part time, hourly position with an expected 20 hours per week.