

## **Job Title: Café Manager**

**Salary: £13.80 per hour / 30hrs per week to include evening and weekends**

**Reporting to:** Food and Beverage Manager

**Direct Reports:** Café Assistants

### **Role Description**

As Café Manager at Big Depot Manchester, you will oversee the daily operation of the café, ensuring smooth service, product quality, and an outstanding customer experience. You will take responsibility for task allocation, rota planning, stock management, ordering and deliveries, staff training and development, and ensuring that all café standards, cleanliness and compliance requirements are maintained. You will lead by example, supporting the team to create a welcoming, organised and efficient café environment.

You will act as the first point of escalation for café staff, with overall line management responsibility remaining with the Food and Beverage manager

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### **Key Responsibilities**

#### **Leadership & Team Support**

- Day-to-day supervision of the café team.
- Allocate tasks and oversee shift operations to maintain high standards.
- Provide on-shift guidance, feedback and coaching.
- Support with staff onboarding and development of skills in barista work, food handling and service.
- Point of contact for Cafe team when communicating with Chefs/Head Chef

#### **Rota Management**

- Create and maintain weekly staff rotas in line with business demand and budgets.
- Ensure suitable levels of cover for peak times, parties, and events.
- Manage holiday cover planning and shift swaps in line with company policy.

## **Training & Development**

- Train new team members in café tasks, customer service, barista skills and compliance.
- Conduct refresh training and identify areas for upskilling.
- Ensure consistency of service delivery across the team.

## **Stock & Ordering**

- Complete weekly and monthly stock checks.
- Order café stock including food, packaging, coffee, and cleaning materials.
- Monitor wastage levels and implement controls to minimise loss.
- Maintain relationships with suppliers and coordinate deliveries.

## **Customer Experience**

- Ensure a friendly, welcoming, professional atmosphere at all times.
- Handle customer queries and issues promptly and appropriately.
- Uphold brand standards for presentation and product quality.

## **Compliance & Standards**

- Ensure food hygiene and health and safety procedures are followed.
- Maintain a clean, safe and compliant kitchen, café and storage area.
- Support with opening/closing procedures and ensure checklists are completed.

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## **Key Skills & Experience**

- Experience in a café, hospitality, barista or food service environment.
- Previous leadership or shift-supervisor experience is desirable.
- Excellent communication and interpersonal skills.

- Strong organisational, stock or rota-related skills.
- Ability to work calmly and professionally in a fast-paced environment.

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## **What Success Looks Like in This Role**

- Café operates smoothly with tasks delegated effectively.
- Stock levels are accurate and well-controlled with minimal waste.
- The team is confident, trained and supported.
- Customers receive excellent and consistent service every day.