

Job Title: Café Manager Ribblehead Tearoom

Location: Ribblehead Tearoom (with responsibility for Horton-in-Ribblesdale outlet)

Reports to: Commercial Manager (TBC)

Hours: To be agreed (likely 8.30am to 1.30pm 4 days a week, some additional cover for holidays may be needed)

Job Purpose

The Café Manager will be responsible for the **day-to-day operation of Ribblehead Tearoom**, with additional responsibility for **food production and supply for Horton-in-Ribblesdale** (Soup and Prepackaged sandwiches). This is a **hands-on role** combining café management with **practical cooking, food preparation, stock control and cleaning regimes/hygiene management**, ensuring high standards of quality, service and compliance.

Key Responsibilities

Food Preparation & Production

- Develop and maintain simple, efficient menus appropriate to customer demand and seasonal trade in conjunction with Commercial Manager
- Lead the **majority of cooking duties during morning service**, including breakfast sandwiches, some hot food and daily specials.
- Prepare and oversee the **production of pre-packed food** (sandwiches, cakes, soup, etc.) for both Ribblehead and Horton.
- Ensure all food is prepared to consistent quality, presentation and portion standards.
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Stock & Ordering

- Take full responsibility for **ordering food and supplies for both sites**.
- Manage stock levels to minimise waste while ensuring availability during peak periods.
- Maintain supplier relationships and seek best value while preserving quality.

Operations & Service

- Manage daily opening procedures at Ribblehead, in conjunction with Volunteer Team Leader supported by volunteer team.
- Be aware of and assist volunteers with basic cash management and EPOS procedures.
- Support volunteers on shift, allocating duties including cleaning regimes etc during quiet spells and ensuring smooth service.
- Lead by example in customer service, maintaining a friendly, welcoming atmosphere.

Volunteers & Team Support

- In conjunction with Volunteer Team Leader, support, guide and coordinate **volunteers on shift**, allocating tasks and providing basic training.
- Act as a point of contact for volunteers during day-to-day operations.
- Encourage a positive, inclusive and supportive working environment.

Hygiene, Cleaning & Compliance

- Ensure full compliance with **Food Safety and Hygiene Regulations** at all times.
- Maintain high standards of **cleanliness, food handling and personal hygiene**.
- Keep accurate records for temperature checks, cleaning schedules and allergen controls.
- Prepare for and manage environmental health inspections.

Maintenance & Organisation

- Oversee basic maintenance of kitchen and café equipment.
 - Report faults and coordinate minor repairs where required, working through designated handyman and other tradespeople as necessary.
 - Ensure safe, organised and efficient working spaces.
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Person Specification

Essential

- Proven experience in a **commercial kitchen or café environment**.
- Food Safety Level 2 or higher (or willingness to obtain)
- Strong practical cooking skills and confidence working independently.
- Experience of **food ordering, stock control and cost awareness**.
- Sound knowledge of **food hygiene and safety standards**.
- Organised, reliable and able to manage multiple responsibilities.
- Comfortable working in a **hands-on role** in a busy rural tourism setting.
- Ability to work with small teams and set a positive working culture.

Desirable

- Experience managing more than one site or outlet.
- Barista or café service experience.
- Interest in local food, homemade produce and seasonal menus.

Personal Qualities

- Practical and solution-focused.
- Calm under pressure during peak service.
- High personal standards and attention to detail.
- Friendly and approachable with customers and staff.
- Takes pride in both food quality and workplace presentation.