

Job Description

Pavilion Café Manager

Job Summary

The Pavilion Café is situated in the Lake Pleasure Grounds (Warminster Town Park), right in the heart of town. The café primarily offers hot and cold drinks, prepackaged ice creams and snacks, with some food preparation and cooking involved. Customer numbers often depend on the weather, with the summer school holidays being the busiest time for the café. As a prominent facility within the town council, the café holds a key role in maintaining the council's high-profile reputation. As Pavilion Café Manager, you'll report to the Civic Centre Manager and maintain excellent customer service throughout the season.

Key Responsibilities

We are looking for someone who can or will learn to:

- Deliver high-quality customer service and supervise café staff in daily tasks
- Serve customers in a fast and friendly manner, ensuring the café is clean, well-stocked and welcoming
- Manage inventory by ordering stock, maintain optimal stock levels, ensure proper stock rotation and minimise waste
- Verify deliveries, ensure all ordered products are received, and update stock levels on the Epos System
- Compile staff rota's and manage attendance using our HR system
- Lead on staff training and development, including food safety, allergens, and health and safety
- Ensure compliance with all Food Safety and Health and Safety requirements including: completion and reviewing of daily and weekly task checklists, cleaning and temperature checks, maintaining precise records and reporting equipment or facility issues to the Line Manager or calling contractors/suppliers
- Cashing up
- Promote sales and maximise profitability, encouraging new and repeat business
- Roles and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility

The Pavilion Café Manager role is a fixed-term post of 37 hours per week, from the beginning of March 2025 to the end of October 2025. Hours are 9:35am – 5:30pm (café is open 10:00am – 5:00pm every day). Your working week would be 5 days per week including weekends, school holidays, and Bank Holidays.

There will be shifts that include extended periods of lone working as well as overseeing 2-4 team members at weekends and during school holidays.

Pay scale: SCP 12 £14.69 per hour 36 hours a week. £2309.25 per month.

Personal Qualities

We are looking for candidates for The Pavilion Café Manager role who have:

- Previous experience as a supervisor, assistant manager, or manager, in a busy, customer facing and/or food environment
- Leadership skills with the ability to motivate and manage a team effectively
- Knowledge of food safety procedures
- Good organisational skills to manage multiple tasks, prioritise actions, and lead a small team
- Strong computer skills, including proficiency in Microsoft Office (Word and Excel), and the ability to learn online systems for managing rotas, ordering stock from various suppliers, and overseeing till back-office operations

What We Offer

In return, we offer a beautiful work environment in a central town park that is easily accessible, a friendly and supportive team, a competitive wage, and an excellent opportunity for skill development. You'll enjoy a rewarding role as The Pavilion Café Manager.