

Café Manager

Location	Gympanzees, Brightside Park, Aust, BS35 4BL
Reports To	Centre Manager
Hours	37.5 per week
Salary	£37,000
Contract Type	Permanent
Working Pattern	37.5 Hours / 5 Days Per Week

Gympanzees is on a mission to do something no one in the UK has ever done before: create the first fully inclusive leisure, exercise and play centre for disabled children and young people (0–25) and their families.

Based on a 14-acre site in South Gloucestershire, our centre will include 9 state-of-the-art activity rooms, outdoor playground, a café and shop, a lending library and a celebration space. Once open, it is expected to welcome around 200,000 visits every year.

This is an opportunity to help shape a completely new service from the ground up and to make sure the café is not only commercially effective, but welcoming, accessible and responsive to the needs of the families who use our centre.

Purpose of the role

The Café Manager is responsible for the safe, welcoming, inclusive and commercially effective day-to-day operation of the Gympanzees café.

This is a hands-on operational and leadership role, combining the day-to-day management of the café with active involvement in food preparation, cooking and service. The Café Manager will work alongside the café team to prepare and deliver a range of high-quality meals, snacks and refreshments, while maintaining high standards of food safety, customer service and operational delivery.

The role also includes responsibility for staffing, stock and ordering, food hygiene and allergen compliance, café systems and controls, and contributing to the monitoring of commercial performance.

A key part of the role is ensuring the café works for the families who visit Gympanzees. You will help create an environment and service that understands and responds to disability, sensory needs, communication differences and dietary requirements.

The Café Manager will work closely with the Centre Manager to foster a collaborative, inclusive and unified Centre team, ensuring the café operates as an integral part of the wider Gympanzees experience.

Alongside managing the café, the postholder will also do scheduled Duty Manager shifts, taking responsibility for overseeing the safe and effective operation of the Centre.

Key Responsibilities

Café Operations

- Lead the day-to-day running of the café, ensuring it is appropriately staffed, stocked, clean, prepared and ready for service.
- Maintain consistently high operational and service standards throughout the day, responding to changing visitor demand and busy periods.
- Work hands-on alongside the café team as an integral part of the day-to-day operation, providing visible leadership during service and completing administrative and management responsibilities.
- Personally undertake food preparation and cooking as part of the café's regular operation, producing meals, snacks and refreshments to agreed recipes, portion sizes, presentation and quality standards.
- Support the organisation of kitchen preparation and food service, ensuring food is prepared efficiently, consistently and in line with customer demand.
- Ensure opening, closing and other required operational checks are completed accurately and consistently.
- Work with the Centre Manager and wider Centre team to support events, busy periods and the smooth operation of the Centre as a whole.

Team Leadership

- Provide day-to-day leadership, supervision and support to the Café Supervisor and Café Team.
- Plan rotas and deploy the café team effectively to meet operational requirements.
- Support recruitment, induction and onboarding of café staff in partnership with the Centre Manager and People & Culture.
- Provide on-the-job coaching, feedback and support, helping team members build confidence and competence in their roles.
- Ensure required café training, competencies and operational sign-offs are completed and maintained.
- Provide inclusive, person-centred day-to-day management, coaching, feedback and support – adapting communication, training and ways of working – to enable employees and volunteers with a range of needs, including physical and learning disabilities, to thrive in their roles.
- Work in partnership with the Centre Manager and other operational leads to promote a positive, collaborative and inclusive culture across the Centre, encouraging shared responsibility, effective communication and teamwork between the café and wider Centre teams.

Food Safety, Allergens & Compliance

- Take day-to-day responsibility for food hygiene, allergen management and food-safety compliance within the café.

- Ensure required food-safety, temperature, cleaning, allergen and other compliance checks and records are completed and maintained.
- Ensure food is stored, prepared, cooked and served safely, including appropriate cooking, reheating, cooling and temperature controls, in accordance with food-safety requirements and Gympanzees procedures.
- Maintain high standards of cleanliness and hygiene across food preparation, storage, servery and customer areas.
- Ensure food is stored, prepared and served safely and in accordance with relevant legal requirements and Gympanzees procedures.
- Identify and escalate food-safety, hygiene or compliance concerns promptly and take appropriate immediate action where required.

Stock, Ordering & Suppliers

- Manage day-to-day ordering, stock control, deliveries, storage and stock rotation.
- Maintain appropriate stock levels while controlling waste and supporting efficient use of resources.
- Monitor stock loss, wastage and product performance and take practical action to improve efficiency.
- Maintain effective day-to-day relationships with café suppliers and resolve routine supply issues.
- Contribute to supplier selection and contracting decisions.

Customer Experience & Inclusion

- Ensure visitors receive a warm, welcoming, efficient and inclusive café experience.
- Lead the team in delivering service that recognises and responds appropriately to disability, sensory needs, communication differences and other individual needs.
- Ensure dietary requirements and allergen information are handled confidently, accurately and safely.
- Respond to customer queries, feedback and routine complaints, resolving issues where possible and escalating appropriately where required.
- Work with colleagues and families to identify practical opportunities to make the café experience more accessible and inclusive.

Commercial & Financial Management

- Support the pre-opening development and set up of the Café, including supporting recruitment and onboarding of the café team, establishing operational systems and processes, developing the product range and contributing to menu, pricing and margin decisions.
- Monitor café sales, income, costs, stock, waste and other relevant performance information.
- Use EPOS and operational data to identify trends and opportunities to improve café performance, efficiency and customer experience.
- Support budget monitoring and contribute to financial planning for the café.
- Contribute to menu development, product range and pricing decisions, balancing visitor needs, accessibility, quality and commercial sustainability.
- Ensure appropriate till, cash-handling and payment controls are followed and that café records are accurate.

Health, Safety & Centre Operations

- Maintain safe working practices across café and kitchen areas and ensure relevant risks are identified and managed.
- Ensure staff understand and follow relevant health & safety, fire, emergency and incident-reporting arrangements.
- Complete and maintain required café operational checks and records.
- Work collaboratively with the Centre Manager and other Centre leads to support safe, consistent and effective operations.
- Undertake scheduled Duty Manager shifts as part of the Centre's operational management arrangements, taking responsibility for the safe, effective and inclusive operation of the wider Centre during these periods.
- Provide visible leadership and operational oversight across the Centre during Duty Manager shifts, supporting teams, responding to visitor needs, managing operational issues and ensuring appropriate escalation of safeguarding, health and safety or other significant concerns in accordance with Gympanzees procedures.
- Work closely with the Centre Manager and other operational leads to ensure consistent standards, effective communication and a joined-up approach to Centre operations.

Continuous Improvement & Reporting

- Use visitor feedback, sales information, stock and waste data and operational experience to identify opportunities for improvement.
- Provide relevant café performance information and operational updates to the Centre Manager.
- Support the development and review of café procedures, systems and ways of working as the Centre becomes established.
- Contribute positively to wider Centre planning, problem-solving and continuous improvement.

Please note: This Job Description is intended to outline the main duties and responsibilities of the role and is not an exhaustive list. You may also be required to undertake other duties reasonably requested by your line manager or the organisation, appropriate to the level of the role.

Person Specification

Essential

- Experience of managing or supervising a café, catering, hospitality or comparable food-service operation.
- Practical experience of preparing and cooking food in a commercial café, catering or similar food-service setting, with the ability to produce simple meals and snacks safely, efficiently and to consistent quality standards.
- Experience of leading and supporting a team in a busy customer-facing environment.
- Ability to lead and support a diverse workforce inclusively, adapting both communication and management approaches to meet individual needs.
- Strong practical knowledge of food hygiene, food safety and allergen management.

- Strong commercial and financial literacy, with experience of budget planning and monitoring, managing costs and margins, stock control, ordering, waste management and monitoring sales and financial performance.
- Confident using tills/EPOS and routine operational systems and records.
- Excellent customer-service and communication skills, with the confidence to respond calmly and professionally to queries, feedback and complaints.
- A hands-on leadership style and willingness to work alongside the team during service.
- Strong organisation and prioritisation skills, with the ability to respond effectively to changing demands in a busy environment.
- Ability to maintain high standards of cleanliness, compliance and safe working practices.
- Commitment to inclusion and accessibility, with a willingness to adapt service and communication to meet individual needs.
- Ability to work collaboratively with colleagues across the wider Centre.
- Commitment to Gympanzees' mission and to creating an excellent experience for disabled children and young people and their families.
- Ability to take responsibility for wider Centre operations during scheduled Duty Manager shifts, demonstrating sound judgement, effective decision-making and the confidence to respond appropriately to operational challenges.
- Ability to foster collaboration and positive working relationships across different operational teams, promoting a unified Centre culture and shared commitment to the visitor experience.

Desirable

- Experience working in a leisure centre, soft play, visitor attraction, family attraction or other high-footfall venue.
- Experience working with disabled children, young people or adults, or within an inclusive service environment.
- Experience of opening, launching or developing a new café or hospitality service.
- Experience contributing to menu development, pricing or product-range decisions.
- Experience of recruiting, inducting and training café or hospitality staff.
- Level 3 Food Safety in Catering qualification (or equivalent), or willingness to obtain this within an agreed period of appointment.
- First Aid qualification or willingness to undertake required training.

What's in it for you

At Gympanzees, we're passionate about creating a workplace that reflects the communities we serve - a place where everyone feels empowered to bring their full, authentic selves to work. Our mission is to build an inclusive culture that encourages, supports and celebrates the diverse voices of our community and our team.

We're a small but mighty organisation, full of passion and drive. Here, your role is more than just a job - every opinion matters, and we embrace learning and taking risks to help us grow stronger together.

- **Generous annual leave and wellbeing allowance:** 33 days' paid leave (full-time equivalent), comprising 22 days' annual leave, 8 bank holidays and 3 flexible wellbeing and caring days. These flexible days can be used for emergency caring responsibilities, essential health and wellbeing needs, or simply added to your annual leave
- **Your birthday off:** An additional paid day off to celebrate your birthday, because that day is all about you!
- **Healthcare cash plan:** Helping you with the cost of everyday healthcare
- **Employee Assistance Programme:** Confidential support for your mental health, wellbeing and everyday challenges
- **Training and development:** Opportunities to build your skills, develop professionally and grow with Gympanzees
- **Sick pay and company pension:** Supporting your financial wellbeing and security
- **Gympanzees family benefit:** Access to a preferential staff rate for your family at our permanent Centre

Our commitment to inclusion

We are committed to building a diverse and inclusive team and actively encourage applications from people of all backgrounds, particularly Disabled people, people from ethnic minority backgrounds and LGBTQ+ people. As a Disability Confident Employer, we guarantee an interview to applicants who meet the essential criteria in line with our scheme commitments.

Safeguarding

The safety and wellbeing of the people who use our services, our volunteers, staff and wider community is our top priority. The successful applicant will be required to complete the appropriate safer recruitment and pre-employment checks for the role.