

We are looking for a Café Manager to join our community heritage charity and to direct and expand our current catering provision within Dundonald Castle Visitor Centre. We support the service delivery of a top-rated 4-star visitor attraction to domestic and international visitors in South Ayrshire and operate as a busy community hub, open daily throughout the year. We require the skills of a Café Manager to ensure that the Café will maximise its performance and fully enhance the visitor experience.

## Job description

<b>Job title</b>	<b>Café Manager</b>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Coordinate management of Visitor Centre Café to ensure an excellent customer experience</li> <li>• Oversee food preparation and customer service</li> <li>• Line manage Visitor Centre Assistants and Café volunteers</li> <li>• Provide supervision and training of all Café staff and volunteers</li> <li>• Develop food and beverage menus, the presentation of a high-quality food and drink options and support of the local supply chain</li> <li>• Deliver excellent customer service personally and throughout the Café team</li> <li>• Ensure the Centre is well presented, organised, easy to use and accessible</li> <li>• Management of catering finances</li> <li>• Answer customer and supplier queries</li> <li>• Create monthly staff and volunteer rotas</li> <li>• Ensure compliance with all current guidance from official bodies (EHO, SAC, Scot Gov etc.) and complete all related record-keeping</li> <li>• Prepare reports for General Manager and Committee and attend meetings</li> <li>• Support social media provision to help drive visitor numbers</li> </ul>

<p><b>Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Significant previous experience of working in an operational role in the hospitality industry</li> <li>• Excellent customer service skills</li> <li>• Excellent interpersonal and written/verbal communications</li> <li>• The ability to manage a team</li> <li>• The ability to multi-task and manage numerous tasks consecutively</li> </ul>
<p><b>Reporting to</b></p>	<p>Dr Kirsteen Croll General Manager</p> <p>Trustees</p>