

We're one of the leading providers of indoor climbing in the UK and our teams are the superstars that make the magic happen. From our Centre Managers to our Chefs, we're proud to have a wealth of enthusiasm and experience across our 8 centres in the North of England and the Midlands.

The Depot are all about creating the best environments for climbers with high class facilities and incredible customer service. If this sounds exciting to you we would love to hear from you!

ABOUT THE ROLE

Title: Cafe Manager

Location: Big Depot Manchester (Wythenshawe)

Salary: £29,000 per annum

Hours: 40hrs per week

Key Responsibilities:

- People Management: recruitment, training and development of cafe team
- Customer Service Facilitating the highest standards in customer service from the team and providing excellent customer experiences.
- Inventory Management and Quality Control Maintaining a consistent and high quality offering throughout the year with a mix of in-house prepared items and locally sourced pre packaged options.
- Health and Safety Compliance Working to GB Health and safety regulations and ensuring the processes, culture and training are in place for other Cafe staff.
- Development of Food and Beverage Provision Develop the offering of the cafe through new products in order to keep up with trends.
- Commercial Management Working towards KPI targets set out by upper management regarding P&L and Wastage

ABOUT THE CANDIDATE

- Proven track record of leading a team, fostering a positive work environment, and handling any personnel issues that may arise.
- Customer Service Excellence, A commitment to providing excellent customer experiences and maintaining high standards of customer service.
- Problem-Solving Abilities
- Organizational Skills
- Knowledge of Regulations: Familiarity with GB Health and Safety regulations and the ability to implement and maintain these standards within the team.
- Experience in developing and delivering health and safety training programs to ensure compliance across all staff members.
- Innovation and Creativity: Ability to develop new food and beverage offerings that keep up with current trends and customer preferences.
- Market Awareness: Understanding of the latest trends in the food and beverage industry to keep the cafe's offerings relevant and appealing.
- Experience in managing profit and loss (P&L) statements and working towards KPI targets.
- Effective Communication: Strong communication skills to interact with customers, team members, and upper management effectively.

WORKING WITH US COMPENSATION • Free Climbing and +1 • Competitive salaries • Recognition • Role Definition Transparent and fair Birthday Vouchers • Discounted Food • Growing Business pay structure CAREER CULTURE • Clear values • Internal Training Honesty and Integrity • External Training • Ongoing PDP's

HOW TO APPLY

If you have any further questions relating to the role or the recruitment process please email recruitment@theclimbingdepot.com

To apply for this role please fill out the Cafe Manager Application form on the recruitment page

You will need to upload a current CV and Cover letter to the form to apply.