

PICKY CAFE

CAFÉ & CATERING MANAGER

Overview:

The Pickaquooy Centre Trust is seeking an enthusiastic, commercially aware and customer-focused Café Manager to lead the operation of the Picky Café and associated catering services across the Centre.

The successful candidate will be responsible for delivering exceptional customer experiences whilst driving sales, profitability and commercial growth. In addition to managing day to day café operations, they will oversee the planning and execution of catering services for a diverse range of events, including children's parties, corporate functions, and large-scale centre activities.

Working closely with the Senior Management Team, the Café Manager will identify opportunities to increase revenue, improve operational efficiency and enhance the overall customer offering. Through effective leadership and a commitment to high standards, they will create a positive team culture that consistently delivers excellent food, service and hospitality experiences.

Salary:

£32,445 per annum

Local Government Pension Scheme - 15% employer contribution

No. of Hours:

35 hours per week

Responsible to:

Financial Controller

Responsible for:

Café Team

Date Prepared:

August 2026

Principal Functions:

- Lead and manage the day-to-day operation of the Picky Café and associated catering services.
- Plan, coordinate and deliver catering provision for events, functions, conferences, parties and activities across the Centre.
- Drive commercial performance by maximising sales opportunities, controlling costs and achieving agreed financial targets and KPIs.
- Lead the development of customer service standards, ensuring an exceptional customer experience is consistently delivered.
- Manage, develop and support the Café team through effective leadership, performance management and staff development.
- Ensure compliance with all food safety, health and safety, licensing and environmental health requirements.
- Contribute to the wider business objectives of the Trust through innovation, continuous improvement and customer-focused service delivery.

Role-Specific Duties:

1. To manage the Café team and oversee the daily operation of the Picky Café and all catering activities across the Centre, ensuring high standards of service, efficiency, quality and customer satisfaction.
2. To lead the planning, preparation and delivery of catering provision for a range of events, including parties, meetings, conferences, functions and Centre events.
3. To drive commercial performance by maximising sales opportunities, controlling costs and contributing towards agreed revenue, budget and profitability targets.
4. To monitor departmental performance, analyse sales and customer feedback, and identify opportunities to improve services and grow income.
5. To take overall responsibility for the quality, presentation and consistency of food, beverages and catering services delivered by the Café team.
6. To establish and maintain high standards of customer care and service delivery, ensuring customers receive a welcoming, enjoyable and positive experience.
7. To lead, manage, motivate and develop the Café team, setting clear expectations and standards of performance and conduct.
8. To be available to provide operational support and cover within Café and catering activities as required.
9. To oversee recruitment, induction, training, rota management and performance management within the team.
10. To oversee menu development, pricing, stock management and purchasing, ensuring value for money and effective cost control.
11. To ensure compliance with all relevant food safety, licensing, environmental health, health and safety and employment legislation.
12. To oversee administrative, financial and cash handling procedures, ensuring records are maintained accurately and in accordance with Trust requirements.
13. To support the promotion and development of Café and catering services, contributing to marketing initiatives and new business opportunities.

Additional Duties:

1. To work collaboratively with colleagues across the Trust to enhance the customer experience and support wider organisational objectives.
2. To undertake any other duties appropriate to the post as reasonably required by the Senior Management Team.
3. To ensure that all duties are carried out in accordance with the Trust's policies, including Equal Opportunities, Health and Safety, Data Protection and other relevant procedures.
4. To assist with emergency procedures and ensure the safety and wellbeing of customers, staff and visitors.
5. The post holder may be required to work within other departments or locations operated by The Pickaquoy Centre Trust.

Person Specification:

Attributes	Essential	Desirable
Professional / Educational Qualifications - - Nationally recognised qualification in Hospitality, Business or Management. - Food Hygiene Certificate or willingness to obtain - Willingness to undertake continuous professional development. - Scottish Personal License Holder Qualification. - Supervisory or Management Qualification. - First Aid Qualification		 
Relevant experience - - Experience of managing or supervising staff within a hospitality, catering, food service or customer-facing environment. - Experience of delivering high levels of customer service. - Experience of organising and delivering catering services or events. - Experience of managing stock, ordering and cost control. - Experience of working towards financial targets, budgets or performance measures. - Experience of managing a café, restaurant, hospitality venue or catering operation. - Experience of planning and delivering catering for conferences, functions, parties or large-scale events. - Experience of recruitment, staff development and performance management. - Experience of using EPOS, or hospitality management systems.	   	   
Skills and Abilities - - Strong leadership and people management skills. - Ability to motivate, develop and support a team to achieve high standards. - Excellent customer service and communication skills. - Strong organisational and time management skills. - Ability to prioritise workloads and work effectively under pressure. - Commercial awareness and the ability to identify opportunities to increase revenue and profitability. - Ability to manage budgets, control costs and monitor financial performance. - Ability to analyse performance information and implement improvements. - Strong problem-solving and decision-making skills. - Good IT skills including Microsoft Office applications. - Experience of menu development and pricing strategies. - Experience of developing new products, services or commercial initiatives. - Marketing or promotional experience within a hospitality setting.	        	  

Person Specification:

Attributes	Essential	Desirable
Personal Qualities - • Customer-focused with a passion for delivering excellent experiences. • Positive, enthusiastic and proactive attitude. • Professional and approachable manner. • Strong attention to detail. • Ability to build positive working relationships with customers, colleagues and stakeholders. • Flexible and adaptable approach to work. • Commitment to maintaining high standards and continuous improvement. • Ability to lead by example and promote a positive team culture.	✓ ✓ ✓ ✓ ✓ ✓ ✓	
Additional Job Requirements - • Able to work flexibly to meet the needs of the business, including weekend working. • Commitment to safeguarding, health and safety and equal opportunities. • Ability to uphold confidentiality and comply with GDPR requirements.	✓ ✓ ✓	

We are committed to inclusion and diversity, and welcome applications from groups with underrepresented protected characteristics. We are happy to discuss reasonable adjustments or arrangements for any part of the recruitment or selection process, or for the tasks and duties associated with this role.