



Café Operations Manager

King John's House Café, Romsey

Location: King John's House, Romsey

Contract: Full Time (Tuesday to Saturday)

Salary: £28,000 per annum

Reports To: Museum Manager

About the Role

King John's House Café is seeking an enthusiastic, experienced, and proactive Café Operations Manager to oversee the day-to-day running of our busy café. This is a hands-on role that combines operational management, financial management, customer service, food safety compliance, staff leadership, and business development.

Working closely with the Museum Manager and Catering Manager, the successful candidate will ensure the café operates efficiently, delivers an excellent visitor experience, and contributes to the overall success of King John's House through increased income generation and high-quality food and beverage services.

Key Responsibilities

Operational Management

- Oversee the daily operation of the café, ensuring smooth and efficient service.
- Lead by example through active involvement in café service and food preparation activities where required.
- Maintain high standards of customer service, cleanliness, presentation, and hospitality.
- Ensure the café provides a welcoming environment for visitors, volunteers, and community groups.
- Manage stock levels, ordering, and supplier relationships within agreed budgets.
- Managing menus, pricing and staffing levels

Food Safety and Compliance

- Take responsibility for all food safety procedures and compliance within the café.
- Maintain and regularly update the Safer Food Better Business (SFBB) system.
- Ensure full compliance with food hygiene legislation and best practice.
- Manage food allergen information and ensure compliance with all food allergen regulations.
- Conduct regular checks, audits, and record keeping maintaining food safety standards.
- Ensure staff receive appropriate food hygiene and allergen awareness training.

Staff Management

- Recruit, train, support, and supervise café staff and volunteers as required.
- Prepare and manage staff rotas to ensure adequate operational cover.
- Conduct staff inductions, performance reviews, and ongoing development.
- Foster a positive, collaborative, and customer-focused team culture.
- Address staffing issues professionally and in accordance with organisational policies.

Menu Development and Catering

- Work collaboratively with the Catering Manager to develop seasonal menus and café offerings.

- Support the planning and delivery of catering for museum events, functions, and special occasions.
- Ensure menus reflect customer demand, profitability, and the values of King John's House.

Business Development and Income Generation

- Identify and implement opportunities to increase café income and visitor spend.
- Develop promotions, special events, and new product ideas to attract customers.
- Monitor sales performance and recommend improvements to drive growth.
- Support the wider objectives of King John's House through innovative commercial initiatives.

Partnership Working

- Work closely with the Museum Manager, who holds overall management responsibility for the café operation.
- Collaborate with museum staff and volunteers to enhance the overall visitor experience.
- Contribute to the planning and delivery of museum events and activities where appropriate.

Person Specification

Essential

- Previous experience managing a café, restaurant, catering operation, or similar hospitality environment.
- Strong knowledge of food safety and food hygiene regulations.
- Experience maintaining SFBB documentation and records.
- Knowledge of food allergen legislation and compliance requirements.
- Experience of staff supervision, rota management, and team leadership.
- Excellent customer service and communication skills.
- Ability to work independently and as part of a wider management team.
- Strong organisational skills and attention to detail.
- Commercial awareness and experience identifying opportunities to increase revenue.

Desirable

- Food Safety Level 3 qualification (or willingness to obtain).
- Experience of catering for events and functions.
- Experience working within a heritage, museum, charity, or visitor attraction setting.
- First Aid qualification.
- Experience of volunteer management.

What We Offer

- The opportunity to play a key role in a unique heritage and visitor attraction.
- A varied and rewarding management position.
- The chance to shape the future growth and development of the café.
- Supportive working relationships with the Museum Manager, Catering Manager, and wider team.

Working Pattern: Full-time, Tuesday to Saturday, with occasional flexibility required to support events and special functions.