



JOB: Greyhope Bay Centre Café Manager

REPORTS TO: Chief Executive

CONTRACT: Full time, Permanent

HOURS: 40hrs/week, includes weekend and evening work

SALARY: £31,000 - £34,000 depending on experience

INTRODUCTION

Greyhope Bay is a charitable organisation that helps communities connect with each other, their environment and place – imagining more for Aberdeen, our communities and our coast.

We are based in Aberdeen, NE Scotland where we have successfully built a café and community centre on the historic site of Torry Battery offering panoramic views of our coast, community-led programming and the best place in the UK to spot bottlenose dolphins.

Since opening the Greyhope Bay Centre in April 2022 the huge positive response and high demand has been exciting and has also demonstrated a huge potential for growth as we continue to identify opportunities and needs of the community, and the historic monument within which we reside.

Having previously leased our café space to be operated by local coffee businesses, we are now ready and excited to bring the café management in-house. The Greyhope Bay Café will be an extension of our charity and serve as the ‘gateway’ to our wide range of engagement, educational programming and events.

This is your opportunity to lead and shape the future of our off-grid cafe with an established loyal following and the best views in Aberdeen.

JOB DESCRIPTION & PERSON SPECIFICATION

We are looking for a driven and community-focused Café Manager to lead operations at the Greyhope Bay Centre. You will play a key role in launching and establishing our first in-house café experience, creating a welcoming space known for great coffee, brilliant service, and a strong community feel. As Café Manager, you’ll bring warmth, initiative, and dedication to Greyhope Bay’s mission, helping to make the café a gateway to our community and environmental programming.

KEY RESPONSIBILITIES

- **Café Operations:** Oversee all aspects of café operations, including food and beverage ordering, stock control, and maintaining high standards of quality and cleanliness.
- **Team Leadership:** Recruit, train, organise and lead a team of baristas and staff to deliver a warm, positive customer experience.
- **Customer Experience:** Foster a friendly, welcoming atmosphere that reflects Greyhope Bay's values and makes every visit memorable.
- **Health & Safety Compliance:** Ensure strict adherence to food safety, health, and hygiene regulations.
- **Menu Development:** Collaborate with local suppliers to design a menu that aligns with our mission, focusing on sustainable and locally sourced ingredients.
- **Financial Management:** Manage budgets, monitor costs, maintain financial records and maximise revenue, maintaining the café's financial sustainability.
- **Community Engagement:** Build connections with patrons and programme participants to cultivate a sense of community and connection to Greyhope Bay's mission.
- **Event Support:** Partner with the Greyhope Bay team to support workshops, events, and educational programming that align with our charitable goals.

PERSON SPECIFICATION

- **Experience:** Minimum of 2 years in a café or food service management role and competent barista.
- **Warm and Service-Driven:** Friendly and engaging, with a passion for delivering exceptional customer service.
- **Leadership Skills:** Strong ability to inspire and manage a team, fostering a supportive and positive work environment.
- **Organised and Detail-Oriented:** Skilled in multitasking and prioritising to ensure smooth and efficient café operations.
- **Financial Acumen:** Experience managing budgets and tracking costs within a café setting.
- **Community and Environment Focused:** Committed to Greyhope Bay's mission, with a genuine interest in contributing to a charitable and community-oriented project.
- **Adaptable and Proactive:** Flexible and resourceful, with a can-do attitude to tackle challenges and seize opportunities.
- **Creative and Collaborative:** Enjoys working with a team, contributing new ideas, and finding innovative ways to enhance the café experience.
- **Full UK Driver's Licence and Access to Own Car:** Essential for travel related to café operations and community engagements.
- **Entrepreneurship:** Able to develop, resource and implement new ideas for growth and future development of the cafe business at Greyhope Bay.

Essential Competencies

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Greyhope Bay as a member, donor or community member

- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

Please submit a CV with a covering letter demonstrating your suitability for the role and how you meet the experience, skills and abilities required as set out in the Main Duties and Responsibilities. Email your application to frances@greyhopebay.com by December 12th, 2024.

Interviews will be held on the 19th and 20th of December.

Please also include the contact details of two referees, one of whom should be your current or most recent employer. If you are offered the job, it will be subject to the receipt of satisfactory references.