

**Role:** **Café Manager**

**Team:** Enterprises
**Reports to:** Head of Commercial and Operations
**Contract:** 40 hours per week (flexible hours, as per business needs)

**Location**: Predominantly café based with some office working
**Salary:** £32,000 - £38,000 per annum
**Overtime:** Yes, on hourly rate and in agreement with Line Manager
**Profit related pay:** Yes, based on a percentage of annual profit.

**Pension:** 6% Gallery contribution, 2% employee contribution
**Holiday:** 25 days per annum, plus bank holidays

**The Photographers’ Gallery**

The Photographers’ Gallery explores how photography is connecting, captivating and radically changing our world today. The Gallery’s programme and spaces – from exhibitions, talks, workshops and digital platforms to the café, shop and galleries – all explore the beauty, complexity and future of photography. Right outside the Gallery, the very best of contemporary photography is shown for free, day and night, in Soho Photography Quarter. On the borders of busy Oxford Street and vibrant Soho, the Gallery is home to photography experts, novices and the photo-curious; artists and students; tourists, locals and passers-by; and an enthusiastic and committed staff team. The Gallery welcomes over 200,000 visitors annually and has a turnover of circa £4.3 million, and our business enterprises – the Café, Bookshop and Print Sales Gallery – are an essential part of the Gallery’s public offer.

**Our values**

* **Expose a fuller picture** – by revealing narratives that go beyond the frame.
* **Develop future creators** – by nurturing artists and new audiences and actively seeking under-represented voices in who we work with and welcome in our spaces.
* **Be one social space** – a place for sharing and collaboration, joining up everything we do both virtually and in Soho.

For further details about the Gallery and our activities visit. <https://thephotographersgallery.org.uk/>

**Café at The Photographers’ Gallery**

The Café is a vibrant space serving specialty coffee, a selection of beer and wine and a seasonal menu of sandwiches, salads and cakes. The Café forms part of The Photographers’ Gallery Business Enterprises Ltd, which also includes the Bookshop, Print Sales Gallery and private event hires. These businesses have a combined annual turnover of approx. £1.9 million, with the Café expected to generate an annual turnover of circa £250,000. All profits from our enterprise businesses support the Gallery’s charitable objectives.

**Team Description**

The Café team is integral to the wider Gallery staff team. The Café team is made up of the Café Manager, Deputy Café Manager and a small team of Café Assistants. For certain events, the Café Manager will also manage agency staff.

**About this role**

The Café Manager oversees the day-to-day operations of The Photographers’ Gallery Café, ensuring high-quality service and efficient operations. This role involves staff management, food and beverage preparation, stock ordering and management, and maintaining a welcoming environment for all our visitors. The Café Manager works alongside the Visitor Relations and Events Manager to coordinate the catering for public events, and internal and external hires of our public spaces.

**Main responsibilities:**

* Work with the Head of Commercial and Operations to lead and deliver Café services, growing the business and maximising profits while maintaining a high-quality service and inclusive atmosphere for all customers.
* Coordinate, supervise, train and develop the Café team.
* Work with the Visitor Relations and Events Manager to coordinate staffing, catering and bar services for public events, and internal and external hires of our public spaces.

**Outline of key tasks**

As Café Manager you will:

* Offer excellent, efficient customer service that is friendly and inclusive.
* Increase Café sales and assist with the growth of the Café.
* Manage Café staff and coordinate rotas, holiday and sickness cover.
* Ensure adherence to cleanliness and health & safety standards, including risk assessments.
* Prepare food, and update menu items seasonally.
* Handle deliveries and orders, managing stock levels
* Adhere to wider gallery policies, licensing regulations and performance standards.
* Coordinate and set up events, e.g. private hires and public programme events.
* Ensure the till system is used accurately to process transactions and reconcile cared payments
* Maintain accurate daily records of sales and banking.
* Act as a First Aider and respond appropriately to any incidents (training provided).
* Assist the Visitor Relations & Events Manager with managing internal events and external hires, coordinating food and beverage requirements
* Act as Designated Premises Supervisor (DPS) on behalf of the Gallery, supported by the Head of Commercial and Operations.
* Assist the Visitor Relations and Events Manager with managing internal events and external hires, coordinating food and beverage requirements
* Working with external catering and bar services companies at larger Gallery events, including the running of bars at launch events
* Perform extra related duties as required.

Additionally, there is an expectation that staff will support the wider, internal workings of the Gallery, where possible, by joining one or more voluntary working groups such as the Staff Forum; Equalities, Diversity & Inclusion taskforce; Environmental Working Group; by contributing to staff/team meetings; and through attending training sessions.

**Working hours:** This role requires working 40 hours per week, with flexible hours to maintain appropriate work patterns with the team according to business needs. This will include some weekend and evening work to support regular evening openings, exhibition launch nights, other Gallery events and private hires.

**Ideal experience/skills/qualifications:**

* Previous relevant café/restaurant experience at a managerial or supervisory level
* Demonstrable commitment to teamwork and team development
* Passion for high-quality food, good presentation skills and imaginative menu creation
* Effective communication and customer service skills
* Ability to work independently and as part of a team
* Fast thinking and ability to react to changes in customer volume during the day
* Experience in managing budgets, deliveries and ordering supplies
* Understanding of health & safety regulations and compliance procedures including Hazard Analysis and Critical Control Point (HACCP) principles
* Level 2 Food Hygiene Certificate.
* Eligibility and willingness to become the Gallery’s Designated Premises Supervisor (DPS) for its alcohol license
* Experience of selling and serving alcohol
* Familiarity with Excel, Word, email and digital tills
* Excellent organisational skills and ability to prioritise tasks
* Approachable and friendly manner

Whilst the above person specification offers a useful guide to the experience level expected, we welcome – and encourage – applications from anyone who feels they could bring alternative, equally beneficial skills, experience and perspective to the role.

Any materials provided by you as an applicant will be treated as your Intellectual Property. The Photographers’ Gallery will only save such materials as part of recruitment and selection process.

The Photographers’ Gallery is committed to equal opportunities and encourages applications from all people without discrimination. We particularly welcome applications from people currently under-represented in the arts sector, particularly disabled people, and those from global majority backgrounds.

To apply please download an application form and an Equal Opportunities form at: <https://thephotographersgallery.org.uk/about-us/job-vacancies-tpg>

Please note you must complete an application and Equal Opportunities Monitoring forms to apply for this role, we cannot accept CV-only applications.

Please email both completed forms to vacancies@tpg.org.uk with the subject header: **Café Manager**.

**Deadline for applications: 24/02/2025, 5pm**

**Interviews scheduled from: 10/03/2025**

