



Job Description

Job Title: Café Manager
Department: Eddie's
Reporting To: Service Manager

Main Purpose: The Café Manager will be responsible for ensuring the smooth running of the cafe. This includes managing a team of staff, supporting and motivating the team and role modelling high standards of service across the café. Supporting Coworkers in meeting their learning goals.

About Us

The Edmund Trust & Eddie's has been proudly supporting people across the East of England with learning & physical disabilities, autism and complex needs for over seventy years. We work to provide lifelong opportunities and create positive lifestyles for people to be equal and active members of the community.

We provide person-centred support, allowing individuals to choose how they want to live their lives, enabling them to reach their full potential. We encourage people to achieve their aspirations with outcome focused support. Working alongside our values of Commitment, Collaboration and Positive Interactions.

Café Eddies is at the heart of Cambridge Innovation Park, we provide high quality café services and catering to those who work at the park and the wider community.

Many of our workforce within the café will be co-workers who have a learning disability and or autism. We want to provide a learning environment where people can gain skills and confidence whilst providing a wonderful community café experience for all of our customers.

Main Duties

- The Café Manager will be responsible for managing a team of staff, leading and motivating the team to deliver outstanding customer service.
- Leading on daily operations, including staff rotas, opening/closing procedures, and delegating tasks
- Helping with recruitment, and training of new co-workers
- Overseeing coffee and food preparation to maintain high quality standards
- Handling customer feedback and resolving issues professionally when required
- To be responsible for stock management, ordering, and weekly stock takes
- Supporting sales growth through upselling, waste management, and operational efficiency
- Compliance with food Hygiene regulator including inspections
- Compliance with registered premises licence
- Manage cash limits and banking – finance returns



Person Specification

We are looking for someone who is as enthusiastic about supporting people with a learning disability and a passion for coffee and food.

The ideal candidate will:

- Have previous experience of promoting work and independence skills with people with a learning disability or Autism
- Have previous experience in a similar role in a café, coffee shop, or hospitality venue
- Be a hands-on leader who enjoys supporting and developing co workers
- Be organised, reliable, and confident in assisting with operations and stock
- Have a passion for delivering exceptional customer service experience
- Be flexible and proactive, with the ability to adapt in a growing business
- Hold a Level 3 qualification in Food Hygiene and Safety for Catering

General

- As an employee of The Edmund Trust, you should role model our values, creating a positive working environment, advocating inclusion and equality, creating a culture that recognises and celebrates diversity.
- Adhere to and promote the Company's policies, being accountable for the Health & Safety of yourself and others
- Work with integrity and adhere to confidentiality and security of information at all times, complying with all legal requirements relating to GDPR
- To be mindful at all times that we are a charity and to play a part in identifying opportunities for process improvement and cost reduction
- Undertake training as requested by the company
- Carry out any other duties as reasonably requested from time to time