
Job Description

General Manager

Hot Numbers Coffee Ltd is a vibrant and independent coffee roasting business serving fresh and exciting food at our three cafés in Cambridgeshire. Our Chefs are passionate about the food they serve, producing an exciting menu which changes regularly. Our Roastery and HQ are based at our Melbourn site, which also houses our largest café and commercial bakery.

We are looking for a General Manager to work alongside the other members of our management team. This is a key new role to help bring greater efficiency and effectiveness to our teams. We welcome applications from individuals who have experience of a similar role in the hospitality industry, who are driven to provide the best possible experience for customers while supporting a happy and motivated team.

Main Duties and Skills:

- Overseeing the three cafés, kitchens and commercial bakery, working closely with the managers and heads of sections to ensure streamlined service and productivity.
- Working with the business owner, financial administrator and managers to create business plans, budgets and reporting structures, drawing from knowledge and experience of the industry and local market.
- Working with the HR administrator and managers to ensure staffing needs are met, including identifying staff development opportunities and creating training plans.
- Ensuring health and safety requirements are met, keeping up to date with changing legislation and industry needs.
- Enhancing communication between sections, facilitating synergic working and striving to improve upon the company's existing processes.
- Liaising with suppliers, contractors and maintenance staff; handling customer communications.

Skills and Qualifications:

- 5 or more years' experience in a café/restaurant management position
- Proven leadership ability and experience of working in a high-volume setting and managing diverse teams
- Excellent communication and interpersonal skills
- Knowledge of driving sales and meeting financial goals
- Bachelor's Degree or relevant qualification in café/restaurant management is desirable.

Personal Attributes:

- Self-discipline, initiative, leadership ability and an outgoing nature
- Able to motivate employees and work effectively with a wide range of people
- Able to work in a dynamic environment, co-ordinating multiple tasks while maintaining required standards of operation
- Results-driven with demonstrated record of prior success.

Salary will be dependent on experience of the successful applicant.