

JOB DESCRIPTION FOR HOSPITALITY MANAGER

LOCATION: Shine A Light Childhood Cancer Charity – Rugby

WHO WE ARE:

Every day in the UK, around 11 children and young people are diagnosed with cancer. For families, this life-changing news can bring emotional, practical, and financial challenges. At **Shine A Light Childhood Cancer Support**, we provide vital services and compassionate support to families of children and young people up to the age of 24, for as long as they need us.

As part of our fundraising initiatives, we operate a successful community café within our Cancer Support Centre, welcoming both service users and members of the public.

ABOUT THE ROLE:

The Community Café & Operations Manager will lead the day-to-day operation of Shine A Light's café, restaurant and community hub, ensuring exceptional customer service, strong financial performance and a welcoming environment for all visitors. This role forms part of a shared management structure and will work closely with a second part-time manager and other members of the management team to ensure continuity of service, effective communication, and consistent operational standards.

KEY RESPONSIBILITIES:

Hospitality & Catering Operations

- Lead the daily operation of the café and restaurant.
- Work with the Chef to develop menus, promotions and seasonal offers.
- Monitor sales performance and identify opportunities to increase revenue.
- Oversee stock management, ordering procedures and supplier relationships.
- Monitor food, beverage and staffing costs against agreed budgets.

Team Leadership

- Create staff rotas and manage staffing levels.
- Foster a positive and customer-focused culture.
- Work alongside the Volunteer Coordinator to train and support volunteers within the café and community hub.

Business Performance & Income Generation

- Manage our small retail area
- Ensure retail stock is ordered in a timely manner
- Manage retail stock rotation, keeping the area fresh and inviting for repeat customers.
- Deliver income targets.
- Develop initiatives to increase footfall and customer loyalty.
- Support fundraising campaigns and events.

Facilities, Compliance & Health & Safety

- Manage room bookings and restaurant bookings.
- Ensure compliance with food safety and health and safety regulations.
- Maintain required records and risk assessments.

- Assist with overseeing building maintenance and contractor relationships.

Communication & Handover

- Maintain accurate records of operational issues and actions.
- Complete clear handovers for other members of the management team.
- Attend management meetings and planning sessions.
- Work collaboratively to ensure consistent decision-making and service standards.

SKILLS AND QUALIFICATIONS:

Essential

- Experience managing a café, restaurant, hospitality venue or customer-facing operation.
- Strong customer service and commercial awareness.
- Experience managing food safety and hygiene standards.
- Experience leading teams within a busy service environment.
- Understanding of stock control, wastage management and supplier relationships.
- Excellent organisational and communication skills.
- Microsoft Office proficiency.

Desirable

- Charity sector experience.
- Experience working with volunteers.
- Food Hygiene Level 3 qualification. (Training can be provided)
- Event and community engagement experience.

Hours & Salary

Part-Time position. Hours and working pattern to be agreed. Salary: Competitive, dependent on experience.

Benefits

- Company Pension Scheme
- Ongoing Training and Development Opportunities
- Supportive and friendly working environment
- Opportunity to make a meaningful difference to families affected by childhood cancer
- Working Pattern

Part of a two-manager structure, within a wider management structure, to provide operational resilience.

Regular overlap time with the second manager for planning and handovers.

Occasional evenings and weekends for events and activities.

Overtime opportunities to cover holidays.

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