**Job Title:** Cafe Manager

**Location:** Oriel Davies Gallery Cafe

**Salary:** £30,000 per annum

**Contract:** 1-year fixed term (with potential to extend subject to successful results against targets)

**Background and Vision:**  
The cafe within Oriel Davies plays a crucial role in achieving our goals by serving as a community hub and promoting sustainable practices. We are committed to minimizing our environmental impact and supporting our local community.

**Key Responsibilities:**

1. **Community Engagement:**
   * Ensure the cafe becomes a welcoming and vibrant space for the local community, visitors, and the gallery’s artists, educators, and small enterprises.
2. **Nutritional and Sustainable Food and Drink:**
   * Focus on serving the best coffee in the area, healthy vegetarian and vegan foods, reflecting the centre's commitment to sustainability.
   * Develop ideas that align with this vision, considering the limitation of not having extraction fans for cooked food.
   * Work with local, sustainable, organic and independent suppliers to offer a simple but high-quality food and drink offer.
3. **Operational Excellence:**
   * Manage day-to-day operations, including maintaining a clean environment, managing stock, and ensuring food safety.
4. **Volunteer Coordination:**
   * Train and supervise volunteers, ensuring smooth operations even in the manager's absence.
5. **Financial Sustainability:**
   * Increase profitability, manage budgets, and analyse sales to achieve the goal of making the cafe self-sustaining within three years.
6. **Community Events and Activities:**
   * Organise events and activities that foster community engagement, such as monthly community meals, language sessions, and special events.
7. **Alignment with Gallery’s Goals:**
   * Ensure the cafe's operations and offerings align with the gallery’s mission of addressing the climate emergency and supporting community resilience.

**Qualifications:**

* Proven experience in cafe or restaurant management.
* Strong understanding of sustainable practices and vegetarian/vegan cuisine.
* Excellent organisational and multitasking skills.
* Ability to manage budgets and analyse financial data.
* Experience in training and supervising volunteers or staff.
* Strong community engagement and event planning skills.

**About the Cafe at Oriel Davies:**  
We use the finest quality, British-made products and support our local community. Our cafe space is designed to be a calm, warm, and contemporary meeting place. The café serves regular local audiences and day visitors from across the UK and beyond. We are committed to sustainability and constantly seek ways to improve our environmental impact.

Hiring a Cafe Manager is crucial for the successful re-launch, development, and growth of the cafe. This role will ensure the cafe becomes a cornerstone of the creative community, promoting sustainability and supporting our business plan. A successful cafe drives footfall and increases our visitor numbers.

**Additional Details:**

* **Employer:** Oriel Davies
* **Reports to:** Oriel Davies Director, Administrator and Visitor Experience Manager Retail
* **Hours:** Full-time post, 37.5 hours per week (flexible rota to suit needs of centre)
* **Holiday entitlement:** 25 days leave per annum plus bank holidays for full-time working.
* **Pension scheme:** 3%+ Employee Contribution with 8% employers' contribution by Oriel Davies.
* **Deadline:** 29th April 2025

**Who we are:**  
Oriel Davies is a charity based in Newtown, Powys. We are a contemporary Art Gallery connecting people with contemporary art and culture in Mid Wales, providing opportunities to experience National and International artists working within a Welsh context in a stimulating, engaging, inclusive, and welcoming environment.

**Visitor figures:**

* 2019/2020: 69,061
* 2020/2021: 10,803 (pandemic)
* 2021/2022: 26,289
* 2022/2023: 43,347
* 2023/2024: 51,958

**Position Summary:**  
We’re looking for a team player to join the small team at Oriel Davies. As the manager, you will have, or develop, a deep understanding and passion for the Oriel Davies cafe. We operate as a Coffee and cake model, serving vegetarian and vegan, gluten-free, ethical products mainly from Wales. We do not have facilities to cook food on site. You will bring energy and enthusiasm to the role, committed to serving excellent coffee that reflects the artistry, ethos, aesthetics, and narrative of Oriel Davies. You will be a problem solver with strong attention to detail and great communication skills, able to interact with a variety of stakeholders, including volunteers, while prioritising the needs of Oriel Davies. As part of the team you will need to discuss ideas and direction with the Director, The Creative Producer, Visitor Experience Managers and Marketing. This is a challenging, highly rewarding position requiring a commitment to the local community and a willingness to build audience and service our national and international visitors.

**Vision for caffi DAVIES cafe:**  
We aim for caffi DAVIES cafe to serve the community through the best coffee for miles around. This will provide an understanding to our audience about different blends, roasts, sources, and roasteries. An understanding of creativity, arts and skills, vegetarian/vegan foods, locally sourcing, organic, fair-traded healthy lifestyles. We envisage our café being an important meeting place for everyone in the community, visitors from further afield, and the community of artists, educators, and creatives within the region. We want to be clear, we’re an art gallery, we offer something for visitors, but we also want to serve a regular local visitors and to expand our takeaway offer. This is an integral part of the team. You will contribute to the gallery meeting its aims and ambitions.

**Hours:** We see the role as requiring flexibility. Initially the café needs to be open during gallery opening hours 10-4 Tuesday to Saturday. The ambition is to be open at least one evening per week. The are opportunities to open Sundays too. Saturday morning (from 9am is busy with a successful parkrun that starts from Hafan yr Afon (who also have café facilities). There are opportunities for takeaway with dog walkers, car park, and bus station. The gallery runs regular Late events each month. The gallery is licensed. These may run until 10pm. This role requires creative thinking to ensure the café becomes established with local and regional audiences.

There would be opportunities once we have the cafe redeveloped to open earlier and later for takeaways, but this is unlikely to be this year.

**Roles and Responsibilities:**

* Manage the day-to-day operations of the café.
* Train and supervise volunteers and part-time, seasonal, and weekend staff.
* Deliver an exciting offer for the cafe.
* Be responsible for supporting the Marketing and Comms Officer with social media and advertising of the café.
* Work with Visitor Experience Manager Retail to develop retail offer in the cafe
* Maintain a clean and inviting environment.
* Nurture customer relationships to increase loyalty.
* Manage stock and place orders.
* Cost items and analyse sales.
* Increase profitability to ensure the café is self-sustaining by 2027.
* Be accountable for relevant COSHH, Food Safety and Hygiene, allergen management, Health & Safety, legal regulations, environmental policies.
* Coordinate with volunteers to produce monthly community meals and other events.
* Create events to mark specific days and support arts programming.
* Create an atmosphere conducive to community engagement.
* Resolve issues and advise volunteers on customer service.
* Other roles will be assigned by the Director when required.
* Be a keyholder for the gallery.

**Person Specification:**

**Essential:**

* Minimum 2 years working in a food outlet.
* Minimum 2 years’ experience in barista coffee and tea.
* Good mathematical skills and experience of cash-handling.
* Experience of working with community-based organisations.
* Experience of managing staff and/or volunteers.
* Passion for coffee, tea, drinks, food, and developing menus.
* Experience in setting and managing a budget.
* Excellent communication and customer service skills.
* Ability to work collaboratively with a wide range of people.
* ICT skills – ability to use databases, social media, and contribute to web content.
* Good problem-solving skills and awareness of risk assessments.
* Ability to take initiative and plan activities independently.
* Commitment to challenging discriminatory behaviour.
* Ability to contribute to strategic target-setting and development planning.
* Ability to work both independently and collaboratively.
* Leadership qualities.
* Commitment to principles of equality and respect for others.
* Good understanding of social and economic issues faced by the local community.
* Flexibility with working hours.
* Commitment to the Race to Zero Campaign.
* Willingness to undertake training and personal development.

**Desirable:**

* Welsh speaker or commitment to learn. We can offer weekly lessons.

**Training Required (arranged by Oriel Davies):**

* Safeguarding Group B/Level 2
* Designated Premises Supervisor (DPS)
* Food Hygiene and Safety Level 3
* ACT – Terrorism training
* Allergen Awareness
* Health & Safety
* GDPR
* EDI training
* Disability Awareness
* Manual Handling
* COSHH
* DSE Awareness
* DEFIB
* Accessible toilets alarm

**Application process:**  
Applications must comprise a CV and covering letter. Please describe fully your motivations, experience, and suitability for the role with reference to the expectations set out in the personal specification and job description. Email your application to steffan@orieldavies.org with "caffi DAVIES cafe Manager" in the subject heading.

**Deadline:** 29th April 2025  
**Interviews:** 15/16 May 2025  
**Contract term:** 1 year initially with potential to extend subject to successful results against targets.