

WE'RE HIRING!

Café Manager - Perfect Waves Café (Maternity Cover)

We are seeking a Café Manager to join us for 12 months for maternity cover.

At Perfect Waves Café, every cup tells a story: join us at this thriving new café in Ivybridge, and become part of ours! We believe in warm welcomes and creating a relaxed environment for friends, family and colleagues to connect over great-tasting, freshly roasted coffee.

As our Café Manager, you will have the opportunity to develop a rewarding environment for both your team and customers, making a difference to someone's day, every day!

Perfect Waves Café (opened Nov 23) is located at The Roastery and is part of Owens Coffee, an established Fairtrade and Organic independent coffee roastery, with a reputation that spans over a decade in Devon. With a fully operational roasting facility and professional barista training academy on-site, our commitment to serving excellent, ethically sourced, well-made specialty-grade coffee sets us apart.

Supported by Owens' growing business, we are seeking an exceptional manager to maintain high standards and lead the café team, whilst developing your own career within the company.

RESPONSIBILITIES

- Cultivate a warm, friendly and inviting atmosphere, reflecting the essence of Perfect Waves Café.
- Develop and lead a team of professionally trained baristas, fostering a culture of coffee excellence.
- Consistently inspire your team to go above and beyond, maintaining high expectations and standards for exceptional guest experiences.
- Coach and developing your team to be the best that they can be.
- Manage day-to-day operations, ensuring coffee and food quality, customer satisfaction, and adherence to health, safety, and hygiene practices.
- Effectively handle customer feedback, turning it into an opportunity for improvement and operational excellence.
- Take ownership of café rotas, manage recruitment, and oversee absence management.
- Be accountable for our guest experience, finance, sales growth, legal compliance, and team development.
- Focus on product availability, upselling, and cost control, striving for continuous improvement.
- Supervise the catering team to ensure we are serving delicious food at a high standard.
- Communicate regularly with your line manager to monitor KPIs and targets.



You will need:

- A warm, approachable personality with a can-do mindset.
- Minimum of two years of management experience in the hospitality industry.
- An experienced barista with knowledge of calibration, latte art and menu design.
- In-depth knowledge of the hospitality industry with a strong interest in specialty coffee.
- Proven track record of improving guest satisfaction.
- Positive attitude with a passion for customer service.
- Demonstrated success in developing and leading hospitality teams.
- Ability to thrive in a fast-paced environment with excellent communication and leadership skills.
- Consistent track record of managing finances, including sales growth, labour costs, and gross margin.
- Intermediate certificate in food safety.
- Weekend working required.

Benefits:

- Competitive salary (37.5 hours per week).
- -In-house training programmes to enhance skills and knowledge.
- -Daytime only, no evening shifts.

If you've a passion for specialty coffee, excellent customer service skills, and the ability to lead a dynamic team, we invite you to apply. Send your CV and a covering letter detailing your relevant experience to jobs@owenscoffee.com

To apply - please contact jobs@owenscoffee.com