



Job Title: Assistant Cafe Manager

Commented [MS1]: Role Name Change

Main Job Purpose:

This post is part of our catering operation at Queenswood Arboretum & Country Park. We will deliver the highest of standards to help ensure that visitors to the Reserve have a fantastic experience.

As the Assistant Café Manager you will support the Café Manager in delivering the café operation. You will lead and manage the Café in the absence of the Café Manager.

- Manage and oversee the daily operations of the HWT Queenswood Cafe blending operational excellence with creativity and customer focus to ensure the cafe is welcoming and profitable.
- Ensure best-in-class customer service
- Lead and manage an engaged Café team

Term: Perm/Full time/37hr week

Reports to: Cafe Manger

Location: Queens Wood Country Park although on rare occasions you may be asked to support at our other locations in the local area (with travel expenses covered).

Management Responsibility: Cover management of the cafe team, café Assistants

Liaison with: Head of Commercial, Cafe Manager, Cafe Staff, and the general Public

Key Responsibilities:

Our Assistant Café Manager will work in our on-site café/restaurant in the front of house, providing a friendly and efficient service to customers and maintaining a high quality of operational standards.

As well as working in our front of house you will also assist in our kitchen, doing low level food prep such as making sandwiches, cooking food, and running plates through our pot-wash, as well as cleaning and always keeping the catering space clean and tidy. You will clean the space you work in, as well as help to look after the visitor facilities throughout the day. You will work with senior staff to ensure that the catering offering is an integral part of the visitor experience, and you will help to develop a reputation for excellent food.

Updated 01/08/2026



Staff Management

- Lead the Café Team in the absence of the Café Manager.

Financial Responsibilities

- Accurately manage transactions with customers using cash registers.
- Maintain cash and stock security.

Compliance of H&S standards

- Follow daily and weekly site cleaning programmes.
- Follow COSHH regulations
- Take a personal responsibility for Food Hygiene standards whilst performing daily tasks, ensuring personal workstations are always clean and tidy.
- Maintain a clean and safe kitchen space, including operating our pot wash area.

Customer Service and Food preparation

- Deliver excellent customer service and strive to always exceed visitor expectations, helping us to establish a reputation for consistently delivering high quality food and service.
- Actively maintain knowledge of the product ranges so that you can assist and advise visitors with their purchase
- Provide visitors with information on food composition, ingredients and menu and food displays.
- Assist with the delivery of conferences, weddings and other functions as required.
- Display and re-stock all condiments and garnishes, as necessary.
- Uphold the licencing objectives regarding the sale of alcohol.
- Deliver the highest standards of food and drink preparation and presentation.
- Work in our kitchen preparing simple food such as sandwiches and cooking chips and other oven ready items.
- Help to maintain sales through the preparation of sandwiches in line with demand, ensuring clean and polished cutlery, crockery, glassware, and that trays are washed and returned to the restaurant in line with demand.



Other duties

- Undertake Health and Safety duties commensurate with the post and as detailed in the Trust's Health and Safety policy;
- Comply with all other organisational policies and relevant legislation e.g. Equal Opportunities – it being the responsibility of the post holder to make themselves aware of such items
- Take advantage of formal and informal opportunities for personal and professional development, participate in appropriate training activities in consultation with your line manager
- Cascade relevant skills and knowledge to relevant staff and volunteers
- Act as an ambassador for Herefordshire Wildlife Trust, constructing and maintaining positive relationships with volunteers, visitors and other organisations
- Contribute to external and internal communications, media and events as required.
- Be an advocate for HWT membership.
- Undertake any other work that might be deemed necessary by HWT commensurate with the level of responsibility of this post. Work with the broader HWT team on any other activities that match your skills and abilities as agreed with your line-manager

Person specification

Qualifications

Prior experience in a cafe or similar hospitality environment is highly valued with a willingness to undertake required certification

Experience and knowledge

- Experience of managing or supervising a catering team.
- Experience of working within a catering environment including the service of excellent quality food and drink.
- Proven record of accomplishment of excellent customer service.
- Experience of food handling, and legislation such as allergens and dietary requirements.
- Knowledge of All food hygiene and Health and Safety compliance requirements.

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Desirable

- Food Safety Level 4 certification
- Experience working with POS/cash register.
- Experience with conferencing, events, and weddings.
- Experience in a busy mixed environment such as a hotel or visitor attraction.
- First Aid at Work
- Familiar with the Nature Reserves at Queenswood .

Skills Essential

- Strong people skills and able to communicate effectively with a wide range of audiences.
- Excellent standards of customer service and presentation.
- Strong organisational and team working skills.
- Ability to work under pressure and to remain calm in stressful situations.

Other Essential

- Valid Full Driving licence
- Own vehicle with business insurance
- Willingness to work flexible hours including weekends and bank holidays,
- Physically fit to work standing for extended period, handling food and beverage preparation

Personal Attributes

- Self-disciplined, self-motivated
- Ambitious to achieve targets, through innovation and creativity.

We are a Disability Confident Committed employer and welcome applications from disabled people and guarantee an interview to disabled applicants who meet the essential criteria. We will provide reasonable adjustments throughout the recruitment process and in the workplace. If you require adjustments, please let us know.

