

Join our team as a

Café Area Manager



**Rotherham
Hospice**
Living Life's Wishes

Registered Charity No. 700356

About Us

Rotherham Hospice is a charity dedicated to the people of Rotherham, offering specialist palliative and end of life care to our community since 1996.

We provide comprehensive, compassionate care through two primary patient services:

- 24-hour, 14-bed Inpatient Service
- 24-hour Hospice at Home Service

Additionally, we offer wider support to patients and their families through:

- Complementary therapies & hairdressing
- Counselling and Bereavement Support for adults, children and teenagers
- Day services with individual and group sessions
- Family memory events
- Occupation therapy and physiotherapy
- Social work
- Spiritual care
- Tailored experiences for patients and loved ones



Our Purpose

Easing the physical and emotional pain of death and dying for everyone in our community.

Our Vision

Everyone in our community can easily and confidently access palliative and end of life care tailored to their individual needs and wishes, wherever and however they choose.

Our Goal

To grow a stronger, more financially resilient, responsive and exceptional hospice, providing and promoting holistic, personalised and innovative palliative and end of life care for all.

Our Proposition

To ensure a dignified death for all – one that is reflective of one's own life.

Our Essence

Adding more life to every day.

About the Role

We are looking for an exceptional Café Area Manager to lead and support our portfolio of three unique cafés. This is a highly visible, hands-on operational role responsible for managing a team of Cafe supervisors to ensure consistently high standards of customer service, food quality, presentation, cleanliness, food hygiene, health and safety, and overall café environment across all sites.

This is not a desk-based management role. We are looking for someone who thrives in a busy hospitality environment, enjoys rolling up their sleeves, leads from the front, and works alongside café teams to deliver outstanding experiences for every customer.

The successful candidate will play a key role in embedding a culture of excellence, supporting and developing our existing teams, and ensuring our cafés remain welcoming, professional, safe and commercially successful.



Job Title	Café Area Manager
Responsible to	Head of Trading
Line Management	Cafe Supervisors
Salary	£31,207per annum
Hours of Work	37.5 hours per week
Contract type	Permanent
Location	Across all Rotherham Hospice Cafe Sites
Probation period	3 months

Benefits

- **Holidays.**

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.

- **A supportive & comfortable working environment.**

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.

- **Hassle-free parking at no cost.**

No one is more than a couple of minutes' walk from the Hospice.

- **Great meals & drinks.**

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 25% off without even leaving the building.

- **Reassurance.**

Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 4x your annual salary should you die whilst working in our service.

- **Training & development.**

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.

- **Competitive Pay Enhancements.**

Join our team and benefit from a 25% pay enhancement for evening and weekend shifts, plus double pay for bank holidays.



Key Responsibilities

Operational Leadership

- Provide day-to-day operational oversight across all three café sites.
- Ensure consistently high standards of food quality, food safety, customer service, presentation, cleanliness and café environment.
- Lead by example, maintaining a visible and supportive presence across all locations.
- Develop and embed consistent ways of working to support high standards across the café estate.
- Monitor standards and performance, identifying opportunities for continuous improvement.

Team Support and Development

- Support, coach and nurture café teams to achieve high levels of performance and customer satisfaction.
- Foster a positive, inclusive and supportive team culture across all sites.
- Identify training and development needs and support ongoing learning.
- Provide operational support during periods of absence, peak trading or recruitment challenges.
- Promote teamwork, accountability and pride in delivering excellent service.

Customer Experience and Presentation

- Champion exceptional customer care and ensure every customer receives a warm, professional welcome.
- Maintain high standards of presentation across food displays, counters, seating areas and wider café environments.
- Respond promptly and professionally to customer feedback and complaints.
- Continuously identify ways to improve the customer journey and overall café experience.

Key Responsibilities Cont.

Food Hygiene, Health and Safety

- Ensure compliance with food hygiene, health and safety, environmental health and relevant operational requirements.
- Complete and support regular checks, audits and inspections across all sites.
- Maintain accurate records relating to food safety, cleaning, compliance and operational standards.
- Ensure café teams understand and follow relevant policies, procedures and safe ways of working.

Rotas, Cover and Resource Planning

- Prepare and manage staff rotas across all three locations to ensure appropriate staffing levels.
- Coordinate cover arrangements during holidays, sickness and other absences.
- Work flexibly across all sites to support operational resilience and safe service delivery.
- Support recruitment, onboarding and induction of new team members where required.

Stock, Ordering and Supplies

- Oversee food and beverage ordering across the café estate.
- Maintain effective stock control to minimise waste and ensure product availability.
- Support consistent menu delivery and food quality across all sites.
- Build positive supplier relationships and monitor quality, value for money and reliability.

Hands-On Café Support

- Work hands-on in all areas of the cafés as required, including food preparation, service, barista duties, till operation, customer service, cleaning and stock replenishment.
- Step into operational roles when needed to support teams and maintain service standards.
- Act as a role model for professionalism, presentation, customer care and high standards.

Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Experience		
Significant experience within hospitality, café, catering or food service environments.	Y	
Experience of supporting or managing teams in a busy customer-facing setting	Y	
Strong understanding of food hygiene and health and safety requirements.	Y	
Experience of rota planning, stock ordering and day-to-day operational delivery.	Y	
Experience of working across a variety of hospitality or café settings is desirable.	Y	
Experience analysing sales, gross profit, wastage and labour costs to improve operational performance.	Y	
Experience recruiting, inducting, coaching and developing hospitality teams.	Y	
Experience developing menus, food offers and merchandising to maximise customer satisfaction and sales.	Y	
Experience managing multiple café, hospitality, catering or retail food service locations.		Y
Experience within a visitor attraction, healthcare, charity, community or hospitality environment.		Y

Personal Specification Continued

Criteria	Essential	Desired
Experience		
Experience leading teams through service improvements, cultural change or operational development.		Y
Experience working with volunteers alongside paid staff.		Y
Experience managing supplier relationships and negotiating value-for-money contracts.		Y
Experience opening, refurbishing or relaunching hospitality venues.		Y
Level 3 Food Safety qualification (or equivalent).		Y
Health & Safety qualification such as IOSH Managing Safely.		Y
First Aid qualification.		Y
Skills		
Passionate about hospitality and delivering exceptional customer experiences.	Y	
A hands-on leader who enjoys working alongside their team and getting involved.	Y	
High standards of presentation, cleanliness and attention to detail.	Y	
Excellent organisational and planning skills, with the ability to manage priorities across multiple locations.	Y	
Strong communication and interpersonal skills.	Y	

Personal Specification Continued

Criteria	Essential	Desired
Skills		
Flexible, adaptable and solutions-focused approach.	Y	
Ability to build positive relationships with colleagues, customers, volunteers and stakeholders.	Y	
A supportive and nurturing approach to developing people and building team confidence.	Y	
Relevant qualification in fundraising, marketing or sales	Y	
A genuine passion for food, hospitality and exceptional customer experiences.		Y
Pride in maintaining outstanding presentation standards and attention to detail.		Y
A proactive, positive and highly visible leadership style.		Y
The energy and flexibility to work across multiple locations and respond to changing business needs.		Y
Personal Qualities		
Resilience and ability to work under pressure	Y	
Self-motivating, target driven	Y	
Professional and approachable with strong interpersonal skills	Y	
Be energetic, proactive, positive, and enthusiastic	Y	
A collaborative team player who thrives in a dynamic and supportive work environment.	Y	
Professional and reliable, with a high level of integrity and accountability in all interactions.	Y	

Personal Specification Continued

Criteria	Essential	Desired
Personal Qualities		
Passionate about the mission and values of Rotherham Hospice, with a commitment to making a difference in the lives of patients and their families.	Y	
Flexible and adaptable, with the ability to respond to changing needs and priorities in a dynamic environment.	Y	
Full UK driving licence and use of own car for business purposes	Y	

How to Apply

To apply please visit one of the below links

<https://www.reed.co.uk/jobs/x/57222771>

<https://www.cv-library.co.uk/job/225479562/caf-area-manager>

At Rotherham Hospice, we are committed to equality, diversity and inclusion in our workforce. Our aim is for our workforce to be truly representative of our community and for each employee to feel respected and able to give their best. We warmly welcome applications from all sectors of the community. Our recruitment policies, procedures and practices enable all applicants to be considered on merit and ability to do the job. We will make reasonable adjustments, in line with the Equality Act, for disabled applicants if these are needed.

All applications will be treated in the strictest confidence.



Closing date: 23rd August 2026

