

HICKORY

Job Title: Café Manager

Reports to: Operations Manager

Location: Dovecot Studios, 10 Infirmary Street, Edinburgh EH1 1LT

As an award-winning Scottish business, Hickory has a reputation for delivering bold culinary leading-edge food and drink experiences in beautiful venues, with a focus on innovative and invigorating menus.

Founded in 2012, our roots are firmly on Scottish soil. You'll find our teams creating magic at our concept kitchen in East Lothian, or in the thick of it at our Hickory HQ in Edinburgh's West End.

We're inspired by local, seasonal produce and we have the utmost respect for good, honest ingredients to showcase the best of Scotland's Larder. Working for Hickory you will join an award-winning team passionate about training, learning, and developing our future stars, innovation and leadership from within. Aiming to promote a culture of respect throughout the food, drink and events industry and to improve service standards and product quality for Hickory and its partners at every touch point.

The Café Manager we are looking for must have a real passion for food and events. We are a friendly, decent bunch and we respect our people, places and planet. We want someone who has a real drive and enthusiasm for their job, as well as for their colleagues and the company. We always put the customer at the heart of our decisions, and never accept anything less than 5 star standards – that's the Hickory Way.

Role

A fantastic new role, managing the running of the day to day tasks in the café, building a great team & striving to achieve KPI's. Our new Café Manager will be excited about the possibility of not just creating a beautiful and vibrant café but also being part of a team who deliver. The new manager will also be working with Hickory MICE managers & planners for day delegate rates/conferences in Dovecot Studio.

Key Deliverables

- Liaising with Kitchen/Head Baker to ensure clear communication and service is provided to customers
- Assisting with Small Events & be the main point of contact for clients
- Recruiting and managing staff for café.
- Managing and placing orders for café food and drinks
- Sound communication with the Chef and kitchen team

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- Daily banking of café sales and logging of sales and customer numbers, weekly payroll information sent to finance team
- Weekly meetings with Hickory Planners and Bi-Weekly with Dovecot Managers.
- Sound management and communication with Café, Waiting Staff, Support Managers
- Ability to motivate and encourage colleagues to provide exceptional service to customers
- Carry out compulsory monthly food/liquor stock check in conjunction with the kitchen
- Responsible for ensuring the quality of cleanliness and presentation of the site
- Ensuring all tables are set to the highest standard for Events
- Working part of your team on shift, providing 5 star customer service

The Person

- Exceptional customer handling skills
- Committed to delivering a quality customer service
- Exceptional organisational skills & time management
- An understanding of the Events Industry preferable
- Outstanding IT skills – including Microsoft Office Suite
- Ability to meet deadlines, and manage time effectively
- Flexible and adaptable to the needs of the business
- Responsive to needs of customer and colleagues
- A team player
- Acts as an ambassador for Hickory

Working hours are 45 hours per week, 28 days holiday, company perks include +1 extra day of annual leave on your birthday.

The salary for this role is £24,000-£26,000 dependent on experience.

To apply, email your CV & covering letter to jobs@hickoryfood.co.uk

HICKORY

The Hickory Way – Our Values

- **Bold** – We make bold, innovative decisions for our business, clients, our teams and our customers. We create opportunities and are ambitious for ourselves, the business and our customers/partners
- **Respect** – We do exactly what we say we're going to do, when we're going to do it, and look after our people, places and planet along the way
- **Excellence** – We are striving to be market leaders in our field. Our training and development is second to none, and we accept nothing less than five star. We always go the extra mile to deliver amazing work that we are proud of
- **Decency** – There's no hidden agenda with us. We're a decent, honest bunch and we treat our teams, clients, and customers how we like to be treated ourselves
- **Collaboration** – We are nothing without our clients and partners, we're always looking for better ways of collaborating, to ensure the best possible outcome for all parties, and we take time to nurture relationships