

JOB DESCRIPTION

JOB TITLE	Café Bar Manager
REPORTING TO	Chief Executive Officer
RESPONSIBLE FOR	Café Bar, Kitchen and Front of House
HOURS	Full time – 40 hours per week
SALARY	Competitive salary and benefits

THE ROLE

We are looking for an experienced, energetic and organised Café Bar Manager to oversee and develop the café and kitchen operations at 270 Climbing Park. As our Café Bar Manager, you'll be responsible for ensuring exceptional customer service, consistent, high-quality food and drink offerings, and smooth day-to-day management of staff and facilities while driving both revenue and maintaining cost controls. In this role you will need a mix of hospitality expertise and an understanding of the varied profile of our customer base – including our climbing community, families on a day out and local visitors.

IN RETURN YOU'LL GET

Awesome working environment. Free climbing. Guest passes. Discounts on sessions, courses, parties, products and items from cafe. Bonus scheme. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

KEY DUTIES & RESPONSIBILITIES

- **Customer Experience:** Make sure everyone walking through our doors feels welcome, with an atmosphere and community feel that makes people want to linger.
- **Product Consistency:** Make sure the product, quality, presentation, and portion control are the same on 7am Wednesday as they are at 9:00pm Saturday.
- **Menu Management:** Expand our menu to add delicious, nutritious food for all.
- **Staff Management:** Schedule, train, recruit and manage the team - working for you will be fun, busy and demand professionalism.
- **Stock Control:** Make sure we've got enough stock to cope with demand, whilst managing wastage.
- **Compliance:** Ensure all food safety regulations, health and hygiene standards are met.
- **Financial Management:** Understand cost control and margins – making sure the hard work pays off!
- **Innovation:** Come up with new ideas, in a methodical, planned manner, so we know whether it's worked or not!
- **Problem Solving & Adaptability:** Always have a Plan B! See an unexpected rush as a fun challenge, not a nightmare!

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YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

Essential

- Proven experience in food and beverage management, preferably in a high-paced, customer-focused environment.
- Strong leadership and team management skills.
- Knowledge of compliance in food hygiene practices and health and safety regulations.
- Excellent organisational and time management abilities.
- Support in the planning and execution of special events or promotions to enhance customer engagement and generate revenue.
- Communication and interpersonal skills, engaging with all stakeholders effectively – with focus on the team and customers.
- A passion for the food and beverage industry, to ensure and maintain customer satisfaction.

Desired

- Interest in climbing, adventurous or outdoor activities is a bonus!
- Food Hygiene Level 3 or equivalent
- Personal license holder qualification (alcohol license)

PERFORMANCE MEASURED BY

- KPI scheme
- Annual appraisal
- Quarterly one-to-one's
- Performance assessments and audits
- Smiles on customers faces

ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we have a range of indoor and outdoor aerial adventure activities. We're home to one of the tallest and most challenging ropes course in Europe, we have one of the most comprehensive bouldering centres in the country and are soon to opening one of the biggest climbing gyms in the UK. As well as offering all of the fun of the Park, we also operate the largest mobile climbing wall hire business in the UK. With our fleet of walls and a mobile caving system too, we bring the excitement of adventure activities to public and private venues and events all over the country.

Having one of the best climbing gyms and activity centres in the UK doesn't mean a thing without having brilliant people to look after it. Fundamental to the success of 270 Climbing is the people who make up our team. We want to attract the best calibre of people to build a team that delivers our various adventure activities, and ultimately, puts smiles on faces!

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THE 270 WAY

Core Values

Caring For Our People

Respecting, training and empowering them to do the best job.

Understanding our Customers

Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.

Focusing on Quality

Maintaining the highest possible quality standards in all we do.

Communicating Effectively

To be open and honest, informing, listening and motivating effectively.

Being Innovative

Making good ideas work, constantly improving all we do.

Keeping Things Simple

Efficient, effective processes and systems that work.

Showing Integrity

Governing all we do by what is 'right and just'.

Caring for the Environment

Operating with sustainability at the forefront of everything we do.

The Right Values

Treat everyone equally and with respect no matter their position

Actively listen before you speak

Lead others and set an example

Focus on impact, not just on KPIs

Be humble in victory and take ownership of mistakes

Be open to new ideas and opportunities

Always look for solutions when you find problems

Strive for continuous improvement

HOW TO APPLY

As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit <https://www.270climbing.com/about/jobs/> to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy.

When emailing your completed form please ensure sure you reference the job title in the subject heading, e.g. "Ref: Café Bar Manager".

DEADLINE FOR APPLICATIONS	8 th June 2025
INTERVIEWS TO TAKE PLACE	During May & June 2025
START DATE	When we find the right person!