



Café Manager

Job Description

Location: Edinburgh (Hopetown Coffee EH1)

Salary: £28,325FTE

Salary Band: 1.5

Contract: 35 Hours per week / Full-Time / Permanent

Directorate: Strategic Projects, Development, and Growth

Reports To: Director of Strategic Projects, Development, and Growth

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years' experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

We are looking for an enthusiastic, self-motivated, and dynamic Café Manager to lead Edinburgh's first coffee shop where 100% of profits provide mental health support across Scotland, Hopetown Coffee.

This is an exciting role that will play a key role in establishing Hopetown Coffee as one of the go-to establishments within Edinburgh's coffee scene along with bringing business acumen to inspire projects and initiatives that help boost income. This is a hands-on job, we are looking for someone who can operate a café machine like it is second nature as well as being a good team leader. The postholder will be tech-savvy, able to multi-task, has great management skills, and is able to inspire and motivate a small team of exceptional staff.

The Café Manager is a pivotal role within our Development Team and is a unique opportunity to work within the Charity sector where you will create an uplifting, non-stigmatising café that will be known for great coffee, and awareness raising of mental health and mental illness, and is a dynamic space where everyone is welcome.

Café' operational hours are: Monday – Saturday 08:00 – 17:00hrs and Sunday 08:00 – 16:00.

Key Responsibilities:

- Lead and manage the day-to-day operations of the café
- Enhance and achieve sales and guest review targets
- Quality control of food and drinks, ensuring that each item served to a customer is of the highest quality
- Ensure the business runs at net zero and where appropriate work with other social enterprise businesses within the community
- Bring fresh ideas to the business through revolving menus, deals, events
- Ensure the highest standards of Health & Safety are always maintained



- Ensure all aspects of Health and Security, fire, and emergency procedures are established and maintained
- Ordering and stock management and rotation
- Line manage and develop your team to their full potential, manage rotas, and lead on staff recruitment
- Contribute to the sales and marketing strategy for the business including the day-to-day management of social media platforms

Essential Criteria:

- Barista Experience (1 year)
- Hospitality Management Experience (1 year)
- Align with the values of Change Mental Health

Benefits:

- 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life's challenges
- A 35-hour working week, enhanced sick pay & season ticket loan
- Flexible and Hybrid Working
- Blue Light Discount Card
- Cycle to Work Scheme
- Enhanced sick pay and leave entitlements
- Generous 37 days' holiday
- Paid Mental Wellbeing Days
- Professional development including funded opportunities

Please apply through BreatheHR by attaching your CV and Cover Letter outlining your experience and suitability for the role.