



<b>Job Title</b>	Cyder Bar Manager
<b>Department</b>	Cyder Bar – Visitor Attraction Food and Beverage
<b>Approximate Department Size</b>	Approx 12-20 people, including 2x Team Leaders and 1x Assistant Manager
<b>Reports to</b>	Visitor Attraction F&B Operations Manager
<b>Direct Reports</b>	2x Team Leaders, 1x Assistant Manager + Team Members
<b>Working hours and pattern</b>	40 hours per week, across 5 days including regular weekends and bank holidays
<b>Will this role qualify for tronc or bonus?</b>	Tronc

### **Purpose of this role**

The Cyder Bar Manager is responsible for leading the Cyder Bar, Gelateria, Winter Garden, and pop-up food and beverage outlets for estate events. The role oversees daily operations, team performance, financial management, and the delivery of high standards in service, hygiene, and compliance. This position plays a key role in shaping the first impression for guests, setting the tone of their visit through consistent quality, efficiency, and hospitality.

### **Responsibilities**

#### **Guest Experience & Service**

- Champion The Newt's ethos through impeccable service and attention to detail.
- Ensure guests are warmly welcomed and leave with a lasting impression of excellence.
- Lead by example, inspiring the team to deliver exceptional, informed, and friendly service.
- Manage guest feedback and adapt offerings to exceed expectations.

#### **Team Leadership**

- Recruit, train, and mentor a team of 12–20 F&B professionals.
- Develop tailored training and development plans.
- Conduct daily briefs, set service standards, and lead from the front.
- Motivate and support the team across all seasons.

#### **Operational Excellence**

- Oversee daily operations across the Cyder Bar, Gelateria, and Winter Garden.
- Ensure efficiency, hygiene, and compliance standards are maintained.
- Manage stock, equipment, and cleanliness.
- Collaborate with chefs, events, and F&B managers to deliver seamless service.

#### **Financial & Strategic Management**

- Take full accountability for departmental P&L.
- Analyse sales trends and set daily/weekly targets to optimise revenue.
- Drive profitability through seasonal initiatives and F&B activations.
- Monitor competitor activity and stay ahead of industry trends.



<b>Characteristics needed for this role</b>
<ul style="list-style-type: none"> <li>• Confident, visible leader with strong interpersonal skills.</li> <li>• Hands-on approach with a natural ability to inspire and motivate.</li> <li>• Professional, resilient, and adaptable in a fast-paced environment.</li> </ul>
<b>Characteristics desired for this role</b>
<ul style="list-style-type: none"> <li>• Creative flair with the ability to innovate guest experiences.</li> <li>• Passion for delivering warm, authentic hospitality.</li> </ul>
<b>Skills and experience needed for this role</b>
<ul style="list-style-type: none"> <li>• Demonstrated experience in managing high-volume, quality café or restaurant operations.</li> <li>• Proficient barista skills, with capability to train and develop team members.</li> <li>• Strong organisational and time management skills.</li> <li>• Effective communication and proven team leadership abilities.</li> <li>• Proficiency in Microsoft Office applications (Excel, Word, Outlook).</li> <li>• Experience in financial management, including departmental P&amp;L accountability and sales optimisation.</li> <li>• Knowledge and experience in stock control and inventory management.</li> <li>• Track record of successfully leading and developing teams.</li> </ul>
<b>Skills and experience desired for this role</b>
<ul style="list-style-type: none"> <li>• Previous experience managing multiple outlets.</li> <li>• Experience in hospitality within outdoor or seasonal environments.</li> <li>• Experience managing seasonal team members</li> </ul>
<b>Qualifications needed for this role</b>
NA
<b>Qualifications desired for this role</b>
<ul style="list-style-type: none"> <li>• Food Safety certification</li> <li>• Health and Safety certification</li> </ul>
<b>What systems will be used in this role?</b>
<ul style="list-style-type: none"> <li>• Microsoft Office (Excel, Word, Outlook).</li> <li>• Standard hospitality and F&amp;B management systems.</li> </ul>
<b>Department Description</b>
<p>The Cyder Bar is a central food and beverage outlet within the gardens and serves as a primary guest touchpoint. It offers pastries, coffee, seasonal dishes, cyder, and a variety of other refreshments, setting the benchmark for service and quality across the estate.</p> <p>Visitor Attraction Food &amp; Beverage also encompasses the Gelateria and a programme of pop-up outlets that support estate events. These venues collectively provide fresh, seasonal produce and maintain consistent service standards.</p>