



# CAFÉ TEAM LEADER

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Café Team Leader
<b>WHO YOU WILL REPORT TO:</b>	General Manager
<b>WHO YOU WILL BE RESPONSIBLE FOR:</b>	Advisory for the Front of House Team

### COMPANY OVERVIEW

The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then, we've grown to become a national business with sites across England, Wales, and Scotland. Our mission is simple – to inspire bolder living through indoor climbing.

We bring together epic climbing, fresh coffee and a fun filled community to cities all over the UK. We are passionate about climbing. But more importantly we're passionate about the impact that a social, challenging, supportive, progressive and fun activity can have on people's lives, regardless of ability, age or fitness.

We are obsessed with creating unforgettable experiences for climbers of all levels. As one of the leading climbing groups in the UK indoor climbing industry, we're dedicated to pushing the boundaries of what's possible and fostering a community where adventure thrives. Our climbing facilities are more than just walls – they're vibrant hubs of energy, creativity, and connection. Join us on this exhilarating journey as we inspire people to reach new heights and discover their inner strength #boldertogether

### THE ROLE

We are looking for a Cafe Team Leader to take charge of our busy café.

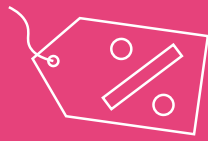
As the Cafe Team Leader, you will play a vital role in our cafe operations, ensuring that our food is consistently delicious, well-prepared, and served efficiently. You will be responsible for ordering supplies, maintaining food safety standards, and delivering excellent service. This role includes assisting with staff training and management, inventory and cost control, food preparation, and ensuring compliance with all health and safety regulations as well as food safety guidelines.

## WHATS IN IT FOR YOU?

In return for your brilliance, you will receive:



**Free Climbing for you and a plus one**



**Partner discounts from Black Diamond, Scarpa, Unparallel, and Evolv**



**The warm, fuzzy glow of knowing your work is making a difference in people's lives**



**Access to our Employee Assistance Program, including free access to the Headspace App**



**Discounted gear from our retail range**



**Generous discounts on food and drinks from our Café**



**Training & Development opportunities, including inhouse coaching & barista training**



**28 days annual leave per year (Pro-rata & inclusive of bank holidays)**

## SPECIFIC RESPONSIBILITIES

### Food Preparation & Quality Control:

- Assist in the preparation and cooking of menu items according to established recipes and standards.
- Ensure all food served is of high quality, well-presented, and meets customer expectations.
- Monitor food portions and waste to control costs and ensure consistency.

### Café Operations:

- Ensure all cafe equipment is properly maintained and used safely, reporting issues as per procedure and in a timely manner.
- Assist in planning and executing menu changes or specials.
- Plan, produce and run a range of events and activities, both on and off-site.
- Maintain a clean and organised cafe, ensuring all food storage and preparation areas meet health and safety & Food Safety standards.

### Staff Management:

- Assist in the onboarding and training of new team members to ensure a thorough understanding of the café operations.
- Conduct regular staff briefings and ensure all team members are aware of their duties and responsibilities.
- Ensure health, safety and food hygiene practices are followed. Implementing the HACCP, CCPs, PPE & COSHH as stated in General statement of policy.
- Ensuring all food handlers follow food hygiene training as required by legislation, including Front of House Staff.
- Conduct regular checks and maintain records of temperature controls, cleaning schedules, and other safety measures.
- Handle any cafe-related emergencies, such as equipment failures or food safety issues, promptly and effectively.
- Assist with /undertake monthly audits of the cafe, recording remedial actions taken.

**Customer Service:**

- Ensure that all food orders are prepared and served promptly to meet customer expectations.
- Handle customer complaints or special requests regarding food, ensuring satisfaction and resolution.
- Work closely with the front-of-house team to ensure customers receive great food and service, while also handling customer queries.

**Team Collaboration:**

- Work cooperatively with the front-of-house staff to ensure smooth operations.
- Communicate effectively with team members and management.
- Assist with delivering weekly comms to the Front of House teams.

**Menu Knowledge:**

- Have a thorough understanding of the menu and be able to answer customer questions with an excellent understanding of Allergens.
- Make recommendations based on customer preferences and dietary requirements.

**Compliance:**

- Follow all company policies and procedures, including food safety standards and regulations.

**Other:**

- Effectively promote and sell the Hangar's products and services.
- Support the Front of House Team with reasonable requests as directed by a manager.

**ESSENTIAL SKILLS/EXPERIENCE/CERTIFICATES**

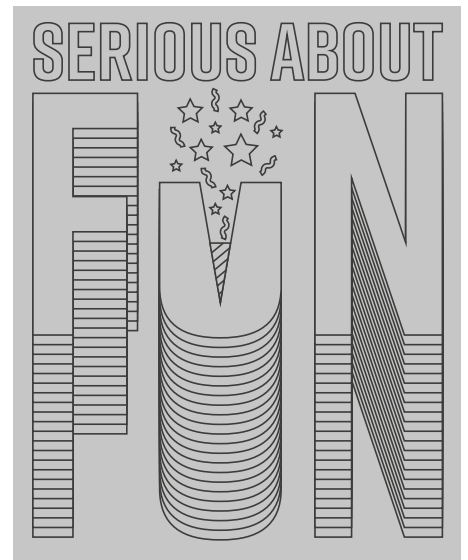
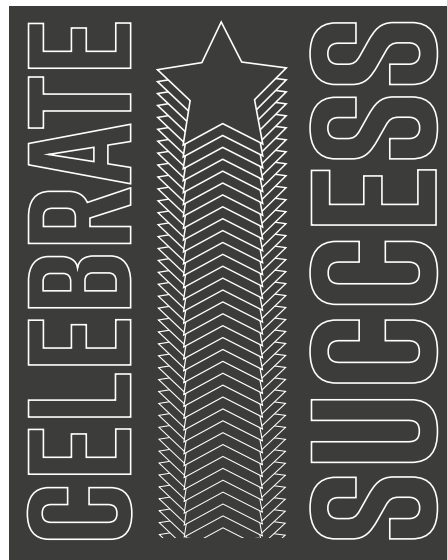
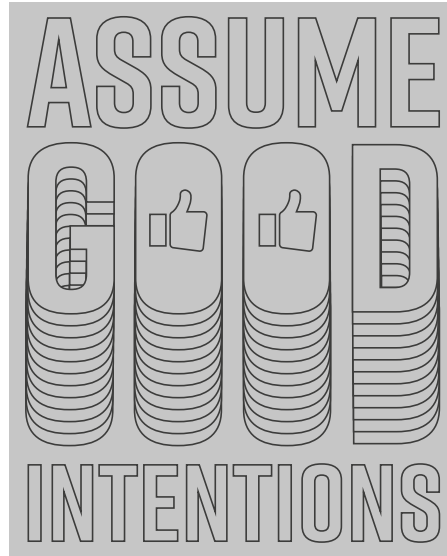
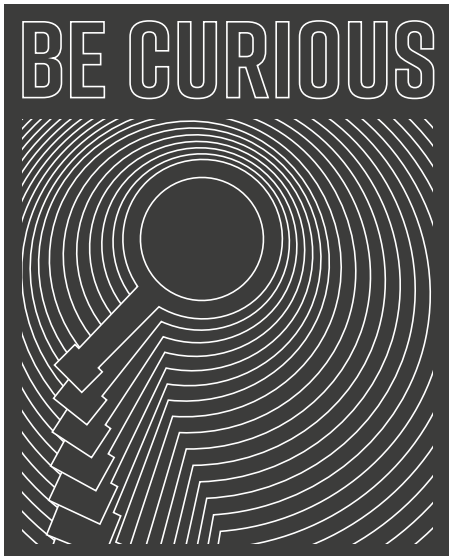
- Previous experience in a hospitality or food service environment, ideally in a leadership or supervisory role.
- Strong understanding of food safety regulations, including HACCP, COSHH, and PPE requirements.
- Proven ability to manage food quality control, stock levels, and ordering processes.
- Experience in staff training, mentoring, and ensuring high standards of customer service.
- Ability to handle customer complaints and resolve issues effectively.
- Strong communication and teamwork skills, with the ability to lead by example.
- Comfortable working in a fast-paced environment and managing multiple tasks simultaneously.

**WORKING CONDITIONS**

- Ability to stand for extended periods.
- Flexibility to work evenings, weekends, and holidays as required.

## OUR VALUES

We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit team and looking for a new team member that will quickly feel part of the family. We value people that are:



It's important to the business that our members feel part of a community and that spirit of inclusiveness begins with our team. Let's be totally clear, if you don't think being inclusive is the enlightened path, you won't like working here. Please apply elsewhere.

## TO APPLY...

Please send your CV and a covering letter to [recruitment@theclimbinghangar.com](mailto:recruitment@theclimbinghangar.com) and write the 'Position' you're applying for, as well as the 'location' of the centre in the Subject line.

Don't forget to let us know in your covering letter why you want to work for The Climbing Hangar; what position you'd like to apply for, and why you think you'd be a great fit for the role and our vision.