



Recruitment pack – Café and Bar Manager

Rooting for people, plants & place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Palm House Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable.

These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place".

Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for education & skills development
- Support pride in place
- Include and be representative of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All the income we raise funds the Trust's activities.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact kate.johnson@palmhouse.org.uk.

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO



Café and Bar Manager

Sefton Park Palm House, Liverpool, L17 1AP

£33,120 pro rata (£26, 496)

Fixed term (1 year)

30 Hours per week

Job purpose

We are seeking an experienced, dynamic, and customer-focused Café & Bar Manager to lead the day-to-day operations of our café and bar services. The successful candidate will combine strong hospitality expertise with commercial awareness, leadership skills, and a passion for delivering high-quality food and beverage experiences in this unique heritage attraction. The Palm House have recently made a significant investment in the food and beverage infrastructure, with a newly refurbished café and bar reopening to the public in January 2026. We are looking for an exceptional candidate to realise the potential of this investment.

The shift patterns for this role may vary depending on operational requirements and are based on a 7 day a week operation. However, due to the Palm House public opening hours, shifts will predominantly be on Sunday through to Thursday and will involve evening and weekend work.

Operational

You will:

- Manage the development and delivery of the Palm House cafe, ensuring attractive and visitor appropriate offers that maximize income whilst maintaining accessibility to a range of audiences.
- Manage the development and delivery of bar services for events such as music performances, dance events, weddings and community events.
- Deliver in house catering for some events
- Develop the potential for other food and beverage offers at the Palm House site.
- Lead on food safety compliance, ensuring colleagues are trained and staying up to date in best practice.
- Contribute to fundraising activity at the Palm House through delivering events such as afternoon teas.

Finance

You will:

- Manage budgets, stock control, ordering, and supplier relationships.
- Develop revenue targets in partnership with the Head of Commercial Income
- Monitor sales performance, labour costs, and margins to meet revenue targets.
- Identify opportunities to increase income through menu development, promotions, and event packages.
- Provide financial information to assist with the annual budget preparation.

Leadership & Management

You will:

- Line manage the Café and Bar Supervisor and team of Food and Beverage Assistants.
- Recruit, train, schedule, and supervise café and bar staff.
- Lead by example to create a positive, motivated, and professional team culture.
- Conduct regular performance reviews and provide ongoing development of the team
- Produce and oversee team rotas to ensure staff levels meet operational requirements and are within budget.

Social impact

You will:

- Tailor food and beverage offer to specific audiences and communities liaising with the Head of Visitors and Communities and other colleagues
- Work with the Head of Visitors and Communities to develop work-based learning and development opportunities for local young people and marginalized adults.

Health & Safety

You will:

- Ensure that the Palm House is compliant with food safety legislation, ensuring continuous monitoring and improvements where necessary including training of teams.
- Lead on ensuring the Palm House is compliant with licensing legislation.
- Ensure First Aid provision during commercial events and at other times as required.
- Act as Lead Fire Marshall during commercial event delivery and at other times as required.

Duty Management Responsibilities

During times when you are the assigned duty manager you will:

- Ensure opening and closing procedures for the Palm House are carried out ensuring the venue is safe, clean, presentable and welcoming for visitors.
- Act as lead fire marshall or lead contact in a fire evacuation or other emergency, liaising with internal colleagues and emergency services
- Manage any building issues during the day including liaising with external contractors as appropriate.
- Ensure health and safety risk assessments are followed and manage any health and safety incidents or near misses and ensure accurate recording and reporting through agreed processes.
- Take the lead in resolving visitor or client complaints during the day.
- Act as a point of contact for the front of house teams (including where you do not have direct line management)
- Ensure food safety protocols are followed by the food and beverage team and ensure cash handling procedures are followed.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessary in line with the overall objectives of the organisation.

Person Specification

Experience

- A demonstrable track record in café, bar, catering or hospitality management
- Experience in managing food safety and ensuring compliance with legislation
- Experience of day-to-day management of a food and beverage retail offer
- Experience of planning and delivering event catering
- Experience in managing front of house and operational teams
- Experience of managing and overseeing licensing requirements

Knowledge and skills

- Sound knowledge of stock control, budgeting, and financial reporting.
- Strong leadership and team management skills.
- Excellent customer service and communication skills.
- Strong interpersonal skills with the ability to resolve conflict positively and with confidence
- Personal Licence Holder (or willingness to obtain).
- Strong teamwork skills
- Scheduling and rota management
- Ability to use initiative whilst adhering to Palm House procedures.
- Knowledge and understanding of legislation in relation to food safety and licensing. (Level 3 Food Safety)
- Barista training and cocktail knowledge
- Flexible approach to working evenings, weekends, and public holidays.
- Commitment to Equity, Diversity, Inclusion and Belonging
- Alignment to the Palm House values.

How to apply

Please submit your CV and covering letter to colette.roberts@palmhouse.org.uk.

PLEASE NOTE:

The recruitment for this role is conducted by Hesketh James Ltd. By applying, you confirm that you are happy for your details to be forwarded to Hesketh James Ltd for legitimate job-finding purposes only.