

## Job description

### Food & Beverage Manager



We are an award winning, internationally recognised Living Museum with 50 historic buildings and gardens set in the beautiful South Downs National Park. With extraordinary buildings, fascinating artefacts, glorious surroundings and friendly, dedicated people, the Weald and Downland Living Museum is a unique and rewarding place to work.

<b>Job Title:</b>	Food & Beverage Manager
<b>Reports to:</b>	Head of Finance & Operations
<b>Working pattern:</b>	Full-time- 40 hours a week – 5 days over 7 (with flexibility)
<b>Location:</b>	Weald & Downland Living Museum, Singleton, West Sussex
<b>Contract type:</b>	Permanent
<b>Salary:</b>	£38,000 - £40,000

#### About the role

We are seeking an experienced and commercially focused Food & Beverage Manager to lead our café and catering operations at Weald & Downland Living Museum. Our cafés serve freshly made sandwiches, cakes and barista crafted coffee to thousands of visitors each day. This is a hands-on role requiring strong operational leadership, financial acumen and a genuine passion for delivering excellent food and service.

You will set and maintain exceptional standards of customer service and presentation, manage and develop a dedicated kitchen and front of house team, and play a key role in driving commercial performance. You will also be responsible for our satellite catering units (Shepherd Hut and other locations) and delivering catering for venue hire including educational courses, MSc programmes, summer theatre and events.

A natural people leader, you are visible on the floor, supportive and skilled at motivating staff through coaching, clear communication and a collaborative, inclusive approach. You thrive in fast-paced settings, stay calm under pressure and take pride in creating a welcoming, safe and efficient operation. You will also bring strong IT skills, excellent organisational ability and the drive to continuously review and improve the customer experience.

#### Your responsibilities:

##### Operations & Service Delivery

- Manage daily operations of the café and all satellite catering units
- Plan and deliver catering for venue hire, courses, MSc programmes, summer theatre and events
- Ensure the team is prepared and briefed for service each day
- Maintain high standards of food safety, hygiene and regulatory compliance
- Manage stock control, supplier relationships and procurement in line with museum procedures
- Develop menus that enhance the visitor experience and reflect seasonal availability
- Respond promptly to customer complaints and feedback, implementing improvements where appropriate

## **Commercial & Financial Management**

- Manage staff costs to agreed targets whilst ensuring appropriate coverage
- Monitor financial performance including gross profit margins and contribution analysis
- Identify opportunities to maximise revenue through menu development and promotions
- Evaluate commercial viability of satellite units and recommend operational adjustments
- Work with the Head of Finance & Operations and the Museum Director to develop business cases for new catering opportunities
- Provide regular management information and variance analysis
- Control costs through effective stock management, waste reduction and operational efficiency

## **Team Leadership**

- Lead, motivate and develop the café team
- Manage staff rotas to balance service requirements with labour cost control
- Conduct regular one-to-one meetings and performance reviews
- Foster a positive team culture aligned with the museum's values
- Participate in recruitment and training in conjunction with the HR Department

## **Compliance & Standards**

- Ensure compliance with Food Safety Regulations and related legislation
- Maintain allergen information and PPDS labelling in accordance with Natasha's Law
- Maintain food safety management systems (HACCP) and temperature controls
- Ensure accurate recording of tips in accordance with legislative requirements
- Maintain operational documentation and standard procedures
- Conduct regular health and safety risk assessments for catering operations
- Ensure safe operation of all catering equipment and maintain appropriate maintenance schedules
- Liaise with external consultants and enforcement officers as required

## **What we are looking for:**

### **Essential**

- Proven experience managing food and beverage operations
- Experience delivering catering for events or venue hire
- Strong financial management skills with ability to control costs and achieve targets
- Excellent understanding of food safety legislation and compliance
- Experience leading teams in a customer-facing environment
- Strong commercial awareness and ability to identify revenue opportunities
- Strong IT skills and excellent organisational ability
- Ability to thrive in fast-paced settings and stay calm under pressure
- Flexibility to work varied shifts including weekends and bank holidays
- Level 3 Food Safety qualification (or willingness to obtain)

### **Desirable**

- Experience in visitor attraction or not-for-profit environment
- Experience developing and implementing new catering initiatives
- Understanding of seasonal trading patterns

- Professional culinary qualification
- Experience with EPOS systems

**What we offer:**

- Company pension scheme
- Meals on duty
- Free car parking
- Staff discount in the museum shop and café
- Free entry to the museum for friends and family
- Access to learning and development opportunities
- The opportunity to work in a unique heritage environment
- Supportive team within a charity dedicated to preserving historic buildings and rural life

*This job description is not exhaustive and may be reviewed and updated*

Our heritage is richer when it includes all voices. We are working to make our organisation an open, inclusive, and accessible place for people from every background. If you share our passion for connecting people with history in meaningful and inclusive ways, we'd love to hear from you. We're happy to discuss any support you might need during the application process.

All candidates must already hold the legal right to work in the United Kingdom.

Please send a covering letter and CV to: [hradvisor@wealddown.co.uk](mailto:hradvisor@wealddown.co.uk)

**Closing date: Wednesday 20<sup>th</sup> May 2026**

**Interviews will be w/c 25<sup>th</sup> May 2026**