



**River & Rowing
MUSEUM**



Café Manager

Job Information Pack

October 2024

We exist to tell the river's story.

The River & Rowing Museum (RRM), one of the country's leading independent museums, punches well above its weight. Since 1998, over two million visitors have enjoyed our unique offer and more than two hundred thousand school children have benefited from our education programmes. We are proud of what has been achieved and are committed to providing a first-class cultural experience for many years to come.

Our award-winning building – a take on the boathouses of Oxfordshire – first opened its doors in 1998. Designed by renowned architect David Chipperfield, this was his first museum design, and won Royal Fine Art Commission Building of the Year 1999. Since then, its inspirational spaces have enabled the Museum's communities to immerse themselves in the art and stories of the river Thames through learning events, exhibitions, and hands-on holiday activities. The Museum's collection includes some 30,000 items.

In April 2024, the Museum launched its new strategy for 2024 – 2027 named, 'From Challenge to Opportunity – A Path to Financial Sustainability'. This ambitious and growth-focused plan sets a course for the Museum to see it reach an operating breakeven position over the next three years.

The Café Manager will join the Museum Management Team and work closely with the Museum Director and Operations Manager.

Supported by an Executive Assistant and working alongside colleagues from Events, Marketing, Education and Finance, the Café Manager will be a vital part of the team that ensures that the Museum hits its strategic objectives.

The full Museum team has eight full-time colleagues, 16 part-time colleagues and over 80 volunteers registered to help the Museum on a day-to-day basis.

The Museum is at an exciting time of growth, and we are looking for our new Café Manager to be able to lead, innovate and deliver in one of the most important aspects of the Museum offering.

Our Galleries

The Museum opened with three permanent galleries, covering the core themes of the river Thames, the international sport of rowing, and the history of Henley-on-Thames. From 2004 a fourth permanent gallery, the enormously popular Wind in the Willows exhibition, was added. In 2017, following a successful crowdfunding campaign in partnership with the Art Fund, the John Piper gallery was opened, celebrating the life and work of this internationally renowned artist. Working closely with organisations in the local area, the Museum also regularly updates displays in our Community Gallery which showcases a wide variety of local projects.

Our Collections

Our collections are at the heart of all we do. We hold the national collection of rowing and over 30,000 items ranging from an Anglo-Saxon log boat to Olympic medals, John Piper's mixed media artwork 'String Solo' (1934) to Iron Age gold coins – and much more besides. It is through our collections that we can share the rich and varied stories in our galleries, but these are the tip of the iceberg, and our stores hold many other treasures that cannot all be displayed.

Henley-on-Thames

Henley-on-Thames is a historical town on the borders of Berkshire and Oxfordshire with excellent links to London and the surrounding towns and countryside. The River Thames was the driving force in the original town settlement and still provides a significant contribution to the work, community, and local economy. Henley Royal Regatta, The Henley Festival and Literary Festival bring many visitors from across the world to the town. The riverside is the flowing heart of the town, and the River and Rowing Museum is centrally placed on the riverside Mill Meadow.

We work with:

- **Respect** – for our colleagues, collaborators, and visitors, and for diverse perspectives.
- **Creativity** – we are willing to come up with new ideas and try them.
- **Integrity** – we strive to do work we can be proud of, with an awareness of the financial impact to the museum.

We are:

- **Bold and collaborative** – we are inspired by a rowing boat and work as part of a successful team, and in partnership with our communities.
- **Reflective** – we learn from experience and are curious.
- **Socially inclusive and sustainable** – we strive to be role models, and to understand the impact we have.

Our aims:

- **Provide an exceptional quality experience to all visitors.**
- **Focus on financial stability as a foundation to grow from.**
- **Steward and celebrate our collections and iconic building.**

Where we are:

We are in eyesight of the river and on the edge of the lively town of Henley-on-Thames. The railway station is around five minutes' walk and there are regular trains to the mainline serving Reading, Didcot, Maidenhead and London (Paddington). There are also buses from Oxford, Reading and High Wycombe. The M4 and M40 motorways are around a half-hour drive away.

Café Manager

River & Rowing Museum Café Manager October 2024

Location: Henley-on-Thames. Occasional travel may be required.

Salary: Circa £30,000 pa. F/T

Reports to: Operations Manager

Direct Reports: Café Assistants

Job Specification: The Café Manager will lead the delivery of a quality, customer focussed service, ensuring a strong relationship is kept with other departments and that our visitors have the best possible experience with us and leave wanting to return.

As we are a visitor attraction, being able to multitask, adapt to changing priorities and generally get stuck into anything that is needed to support the Museum is critical to the success of this role.

Key Responsibilities:

- Full management of the Café, and seasonal support to outdoor pop-up units in line with Museum standards
- Ensuring HSE standards are met and upheld by your team
- Ensure all team members adhere to payment processing procedures
- Creating a positive team atmosphere & customer environment
- Ensuring counter & display spaces in all units are in line with museum guidelines and customer journey is considered at all times
- Monitor and ensure all storage areas are kept tidy and safe
- Full control over stock in line with business levels
- Cash control, forecasting and monitoring of staff roster in line with business targets
- Supporting of hospitality and events operations as required
- Ensure the Café is joined up with the rest of the Museum and is part of the overall Museum visitor experience
- Provide and contribute to a working environment that is welcoming, open and inclusive to people of all backgrounds and circumstances. Be open to learning about others and participate in training and development that enhances your knowledge and skills enabling you to champion equity, diversity and inclusion in your role.

Health, Safety and Environment

- Follow company policies and procedures at all times
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment
- Use all work equipment and personal PPE properly and in accordance with training received

- Report any issues or training needs to your Line manager

People Leadership

- Serve as a role model for the team, exhibiting commitment in all interactions and ensure your team work together to create a great visitor experience and are supported across all areas of their roles.
- Support team members to develop their skills and abilities so they can reach their full potential and manage their performance through regular feedback and coaching.
- Work with other managers and HR to identify training and development needs.
- Ensure regular update meetings are held with your team – both 1-2-1s and as a group – that provides an understanding of broader Museum activity and how their work supports this.
- Address employee concerns in a timely and effective manner and encourage employee engagement by promoting a positive, safe, and healthy work environment.

Person specification

If asked to come to the interview stage, we will ask prospective candidates to demonstrate their experience in the following areas:

Knowledge & Experience

- A flair for quality customer service
- A love of food & beverage
- Experience in a restaurant or café in a management capacity
- Team management experience
- Rostering experience
- Experience working in a high-volume, fast paced environment
- An understanding of how to make changes and improvements in catering units
- Demonstrable appreciation of customer expectations and commercial demands
- Demonstrable experience of thinking on your feet and taking the initiative
- Clear understanding and adherence to strong adherence to Food Hygiene and Health & Safety

Skills & Competencies

- Possess a 'can-do' attitude and be a proactive team player
- Highly resilient and able to work in a high-volume, fast-paced environment
- Excellent communication skills, both verbal and written, with the ability to adapt your approach
- Self-motivated, strong people leader who can set clear direction and pace
- Ability to work confidently with tact and discretion
- Good attention to detail and accuracy
- Good numeracy skills

- Strong IT skills
- Possess drive and determination to improve standards and profitability
- Flexible and calm with the ability to solve problems in a pressurised environment
- An understanding of, and a commitment to, equality, diversity and inclusion, leading by example

How to apply:

Please send us your CV, together with a covering letter detailing why you suit this role to recruitment@rrm.co.uk

Closing date for applications:

We will be accepting applications up to **midnight on Monday 18th November**. Please ensure that you have included your contact number and email address, as well as any dates when you will not be available for interview. Interviews will take place in November. All documents should be sent to recruitment@rrm.co.uk.

We welcome informal visits or discussions about the role – please contact museum@rrm.co.uk to arrange.

Data protection

Information you give us as part of your application will be used in the recruitment process. We'll hold any data about you securely, with access restricted to those working with your application and in the recruitment process. Once this process is completed, the data relating to unsuccessful applicants will be stored for a maximum of six months and then destroyed.

If you are the successful candidate, your application form will be retained and form the basis of your personnel record. When you send us your completed application, you're giving your consent to your data being stored and processed for the purposes of the recruitment process, and your personnel record if you are the successful candidate.