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Description automatically generated with medium confidence

**JOB TITLE:**

Restaurant Manager – The Furnace Kitchen

**REPORTS TO:**

Head of Catering & Hospitality

**CONTRACT:**

Temp to Perm. Initial temporary contract to end Sunday 4 January 2026

**HOURS:**

42.5hrs pw, predominately day-time hours, inclusive of weekends and occasional evenings

**LOCATION:**

The Furnace Kitchen, Coalbrookdale

**SALARY:**

£32,000 pa

**FUNCTION:** To provide leadership of the Furnace Kitchen offer, based in historic Coalbrookdale and an integral part of the Ironbridge Gorge Museum Trust. You will work closely with the Head of Catering & Hospitality, Executive Chef, restaurant Cook/Chef and our wider catering team to deliver a small locally sourced cafe menu and motivate our staff to provide excellent customer service in line with our Museum brand.

Responsibilities include maintaining the cafes profitability and quality goals and ensuring efficient operation while maintaining high productivity, quality, and customer service standards.

To be successful in this role you will need excellent management skills, experience in Front of House operations and a sound knowledge of management protocols. You will be involved in the recruitment of team members, whilst working in conjunction with the wider Museum organisation on one-off projects and special events. You will monitor financial performance and make sure the offer is delivered to budget yet not compromising the visitor offer. You will work with the Catering Administration Assistant to ensure we comply with all hygiene and Health & Safety regulations.

We will expect you to lead by example to uplift and support our staff during busy times in what can be a fast-paced, constantly evolving environment. We are expecting you to work with the Head of Catering and Hospitality on future plans/budgets for the Furnace Kitchen and will expect you to come forward with your own proposals to increase profitability.

You will put our customers at the heart of everything we do.

**DUTIES INCLUDE:**

**Food and Service Development:**

1. Ensure that customer expectations of food and food service are consistently delivered and measured
2. Set clear expectations to all staff regarding food and service standards to ensure all services provided are of the highest standards
3. Continual review of the service and food provided, providing feedback to the team, and ensuring any necessary changes are incorporated into the service provision
4. Proactively make suggestions regarding innovation in food and drinks service to develop the business.

**Relationship Management:**

1. To put our customers at the heart of everything we do
2. Develop and sustain strong working relationships
3. Work alongside the Conference & Banqueting and Events Teams in the successful provision of large-scale corporate events, weddings etc
4. Be the first point of reference for customer comments and concerns and take any necessary action
5. Actively gain customer feedback and to use the information to improve the offering.

**Finance:**

1. Ensure the business achieves its financial targets in line with the budget
2. If necessary, where budget is not being achieved, identify and implement a strategy, in a timely manner, to overcome the shortfall
3. Understand and interpret the relevant financial control systems and use the information to measure performance and achieve all targets
4. Make sure income is maximised through effective purchasing, marketing and revenue/waste control
5. Prepare, produce and present a monthly financial report detailing financial performance, activity and plans outlining any necessary action that has been taken
6. Contribute to debt management in conjunction with the finance department
7. Define and deliver a business plan to identify opportunities for growth and outline recommendations.

**Managing/Developing a Team:**

1. Create effective customer service training to ensure all kitchen and front of house staff are fully trained on customer service skills
2. Your staff will know how to communicate effectively, work as a team, handle stress and resolve problems. You will provide them with regular training sessions, feedback and coaching to help them achieve our customer service vision
3. Ensure all staff carry out tasks in accordance with company health, hygiene, quality, and safety standards as set out in the appropriate manual
4. Provide effective performance management and appraisals to all staff in the business
5. Ensure induction, initial skills and on the job, training is provided for all staff to ensure the service is delivered in line with Museum standards
6. Monitor and manage staff turnover, absence, timekeeping, and sickness
7. Provide feedback to any member of staff ensuring that all team members are aware of company standards and requirements and carry out their jobs to the best of their ability in a timely and efficient manner
8. Where necessary and supported by the HR Department conduct disciplinary/grievance interviews and provide the necessary follow through in line with Museum policies and procedures
9. Identify training needs and work with relevant parties to ensure these needs are met.

**Health & Safety:**

1. To keep up to date with all COSHH and HACCP procedures and methods
2. Ensure all employees adhere to uniform standards
3. To report any equipment and/or building fabric faults and any hygiene, health, and safety hazard to the relevant parties.

**Occasional Responsibilities:**

1. Take responsibility for personal development looking for opportunities to expand knowledge of industry trends in food and food service, leadership, and management practices
2. To attend training courses and attend meetings when necessary.

**PERSON SPECIFICATION / SKILLS & EXPERIENCE**

**Essential:**

1. Proven experience as a Café/Coffeeshop Manager, [Hospitality Manager](https://resources.workable.com/hospitality-manager-job-description) or similar, or in a related supporting/deputy role
2. Extensive food and beverage knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
3. Familiarity with restaurant management software
4. Strong leadership, motivational and people skills
5. Acute financial management skills.

**About the Trust**

The Ironbridge Gorge Museum Trust is an industrial heritage organisation which runs ten museums and manages multiple historic sites within the Ironbridge Gorge World Heritage Site in Shropshire, England, widely considered as the birthplace of the Industrial Revolution.

The Trust operates various food outlets including The Furnace Cafe. As well as visitor catering outlets the Museum also offers various Conference & Banqueting, Wedding and Event locations across our sites.

Signed: (Postholder): ............................................. Printed: ..................................... Dated: …..………...

Signed: (Manager): ............................................. Printed: ..................................... Dated: …..………...

**This job description will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the establishment in relation to the post holder's professional responsibilities, duties and grading.**