

NORTHERN ROOTS

GROWN IN OLDHAM



CREATING OPPORTUNITIES TO GROW

FOOD AND BEVERAGE GENERAL MANAGER



Salary: £39,000 per annum, 40 hours a week. Monday to Sunday as per demands of the business.

Contract: 12-month fixed term initially, July 2026 to July 2027. Regular weekend working will be required once Northern Roots transitions to a seven-day work pattern from August 2026.

Reports to: Income Generation Lead

Organisation: The employing organisation is Northern Roots (Oldham) Ltd, company no 11258080.

Location: Northern Roots, Oldham, OL8 2BJ

Holiday entitlement: 25 days' holiday per year (excluding public holidays)

Pension contribution: 3%

About Northern Roots

Northern Roots is creating the UK's largest urban farm and eco-park on 160-acres of underused greenspace in Oldham, Greater Manchester – a unique community hub and visitor destination. The charity aims to benefit the environment, and to improve the health, wellbeing and livelihoods of local communities. Food is at the heart of our vision.

In autumn 2026, we will open our new Welcome Building, Forestry Skills Centre, play area, outdoor amphitheatre and a further four acres of Urban Farm, the next phase in creating a unique visitor attraction and community asset.

Based in the Welcome Building, our **café will showcase produce grown on site**, alongside produce from other local suppliers, providing visitors with a warm welcome that reflects the ambition of the wider project. We are working with a well known local chef to develop the concept for the café.

We are looking for a passionate, ambitious and experienced General Manager to **lead the front-of-house operation** of the café, retail offer, visitor hospitality, bookings and events.



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The General Manager will be responsible for creating a welcoming, inclusive and enjoyable experience for visitors, staff, volunteers and partners. They will **combine excellent hospitality with strong operational management**, ensuring consistently high standards of customer service, efficiency and professionalism.

Working closely with the Head Chef, the General Manager will help build a café that is known not only for its social and environmental impact, but also for its **quality, warmth and attention to detail**. Together, they will create a destination that reflects the pride, ambition and creativity of Northern Roots.

The General Manager will lead and inspire a team of paid staff, work placements and volunteers, creating a positive, supportive and professional culture where people can learn, develop and thrive. We believe **community-focused hospitality** should be every bit as welcoming, efficient and well-executed as any commercial operation. This is an opportunity to help create a café experience that Oldham can be proud of.

Line Management Responsibilities:

The post holder will manage a team of staff, trainees and volunteers.

The General Manager will design and execute training programmes and Standard Operation Procedures (SOPs) for each role and set of tasks within the Front of House team.



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Key Tasks and Responsibilities

Front of House Leadership & Operations

- Oversee the day-to-day operation of the café, including rota management, recruitment, training, customer service, stock control, bookings and retail sales.
- Work closely with the new Head Chef and wider Northern Roots team to ensure smooth daily operations, excellent customer experiences, staff wellbeing and financial sustainability.
- Foster a positive, organised and collaborative working environment where everyone understands their role and feels supported to succeed.
- Lead by example, maintaining a visible presence during service and creating a welcoming atmosphere for all visitors.
- Monitor key performance indicators for the café and F&B business and prepare regular management reports.

Customer Experience & Hospitality

- Champion a culture of hospitality where every visitor receives a warm, inclusive and memorable welcome.
- Work closely with the kitchen team to ensure food and drinks are delivered promptly and professionally.
- Respond to customer feedback positively and professionally, seeking solutions that maintain goodwill and satisfaction wherever possible.
- Ensure the café environment is clean, welcoming, well-presented and reflects the values of Northern Roots.

Customer Experience & Hospitality

- Support the ongoing development of the café offer, identifying opportunities to increase visitor numbers, customer satisfaction and revenue.
- Facilitate the development and marketability of the Meetings & Events business in conjunction with the Head Chef and commercial colleagues.
- Contribute ideas that strengthen the reputation and sustainability of the business.
- Work with the wider Northern Roots team to ensure the café contributes positively to the visitor experience across the site.

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Key Tasks and Responsibilities:

Bookings, Meetings & Events

- With support of commercial colleagues, manage café bookings and enquiries.
- Coordinate catering and hospitality requirements for meetings, workshops, events and venue hire activities.
- Work closely with the kitchen team to ensure events are delivered smoothly and to a high standard.
- Help develop systems and procedures and the team to support the growth of the hospitality and events offer, as opening days and events bookings expand

Purchasing, Stock Control & Supplier Relationships

- Manage ordering of beverages, retail products, disposables, cleaning materials and front-of-house supplies.
- Monitor stock levels, minimise waste and ensure efficient inventory management.
- Support sustainable purchasing practices wherever possible.
- Ensure stock takes and stock control systems are maintained accurately.

Till Systems & Financial Management

- Take responsibility for the operation of EPOS and till systems, ensuring till settings are up to date
- Ensure cash handling procedures, daily reconciliation and reporting are completed accurately.
- Monitor sales performance and identify opportunities to improve efficiency and profitability.
- Support budget management and cost control in collaboration with senior management.
- Ensure operational records and reporting are completed accurately and on time.
- Submit front of house team hours to HR in a timely fashion each month

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Training, Learning & Team Development

- Recruit, train and support new staff, volunteers and work placements.
- Create a culture of learning and development where people are encouraged to grow their confidence, skills and knowledge.
- Actively promote the equalities and diversity agenda in the workplace.

Health & Safety

- Working with the Facilities and Operations Manager, ensure health and safety systems, records, training and documentation are maintained to a high standard.
- Promote a culture where health, safety and wellbeing are prioritised for both staff and visitors.
- Ensure compliance with all relevant legislation and organisational policies.
- Work closely with the Head Chef to ensure safe and effective operation across all café activities.

How to apply

Email your **CV** and a **cover letter (no more than 2 pages)** to info@northern-roots.uk.

Application Deadline: Sunday 28th June 2026 at 12 midnight

First round of interviews will be held on Friday 3rd July, and the second round will be held on Thursday 9th and Friday 10th July.

Have a question? Email info@northern-roots.uk