

# Children's Play Café Manager (Eastbourne, East Sussex)

PUP Station is looking for a Manager who will have full responsibility of the day to day running of all aspects of the play café operation. £8.50-£10 per hour base salary (dependent on experience). Plus bonus based on performance.

## ABOUT PUP STATION:

PUP Station is a soft play café for 0-12 year olds, situated in Eastbourne, East Sussex. We are committed to ensuring that all our customers feel welcome and comfortable, secure in the knowledge that their little ones are safe and happy and burning off loads of energy! We also offer a delicious and nutritious food and drink menu served by friendly and efficient staff that are committed to ensuring that all visitors to PUP receive the very best service in a clean and relaxed environment.

Combine our mix of relaxed family environment, lively kids and energetic parties thrown in for good measure and you have a fairly good sense of what PUP Station looks and feels like! All the above would not be possible without the warm, genuine interactions between the PUP Station team and our customers. This personal focus is what truly sets us apart and makes PUP Station a genuine heart of the local community and a place that people want to return to again and again.

## RESPONSIBILITIES:

### Operational & Business Planning:

- Devise and implement a business improvement strategy, rolling out key performance indicators to the team, monitoring progress and reporting back to the Directors.
- Effectively manage budgets and costs including staff salaries, cost of sales and any other additional expenditure.
- Controlling stock levels, ensuring the café area is adequately stocked at all times.
- Ensure that the play café consistently exceeds financial targets, turnover and profit
- To maintain and improve efficiencies within the business.
- Be fully conversant with all operational systems and ensure that staff are trained adequately to function as next in command.
- To ensure the play café is fully equipped and is a consistently safe and clean environment.
- Monitor admissions and ensuring that the café does not exceed capacity limits.
- Be responsible for the maintenance of the café so that it is operating to high standards at all times.
- Undertake and maintain records such as Food hygiene practices and checks, fire assessment, health and safety checks, risk assessments and cleaning checklists.
- Be responsible for all emergency and security procedures of the play café.
- Carry our reasonable tasks as requested by the Director.
- Be available to cover sickness/holidays.
- Regularly be front of house to meet and greet customers to ensure we maintain a friendly environment and lead by example to staff.

### Staff:

- Lead the team in the planning and development of an inspiring, welcoming and creative environment.
- Maintain accurate staff personnel files, ensuring all suitability checks and paperwork are in place.
- Ensure safer recruitment practices are followed at all times.
- Conduct thorough inductions and annual appraisals.
- Ensure effective staff deployment in line with the needs of the business and the statutory obligations.
- In consultation with Directors deal with staff issues such as grievances, investigations, disciplinary matters, absence management, flexible working requests.

## ESSENTIAL EXPERIENCE:

- Experience as Manager within a similar environment, such as Restaurant, leisure facility.
- A strong level of commercial and financial acumen.
- Ability to lead and motivate a small team.
- A high degree of flexibility, and a willingness to undertake all reasonable tasks.
- Strong organisational ability.
- Strong networking, marketing and promotional background.

## DESIREABLE EXPERIENCE:

- Current First Aid and Food hygiene certificate.
- Childcare qualification such as NVQ3.

Due to the nature of the business, hours and days of work may vary. However, hours are generally 9.30am-6pm Mon-Sat, but we expect flexibility due to the nature of the business.



[pupstation.co.uk](http://pupstation.co.uk)

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[facebook.com/PupStationEastbourne](https://www.facebook.com/PupStationEastbourne)

**To apply**  
Please email your CV  
and a covering note to  
[info@pupstation.co.uk](mailto:info@pupstation.co.uk)  
you must have fluent English  
and a valid UK/EEA passport  
or full working visa