

Front of House Assistant Manager

 Location: Birmingham City Centre

 Salary: £29,500 per year + service charge

 Hours: 45 hours per week, Thursday to Sunday

Ju Ju's Café is an independent restaurant known for its warm atmosphere, exceptional service, and hearty comfort food. We're looking for a passionate and experienced Front of House Assistant Manager to join our team and play a key role in both the daily running and long-term success of the business.

What You'll Be Doing:

- Overseeing floor service to ensure smooth operations and memorable customer experiences
- Acting as second-in-command to the GM, confidently taking the lead in their absence
- Leading, training, and mentoring junior team members, ensuring high performance and morale
- Managing orders, ensuring prompt and accurate food and drink delivery
- Maintaining high standards for all drinks, from coffee to cocktails
- Handling customer feedback and resolving complaints with professionalism and authority
- Managing allergen awareness and ensuring accurate communication with customers
- Overseeing front of house compliance, cleanliness, and health & safety standards
- Handling cash, managing POS transactions, and overseeing daily takings and banking
- Assisting with recruitment, onboarding, and performance reviews
- Managing stock levels, placing orders, and liaising with suppliers for FOH needs
- Contributing to marketing ideas, events, and seasonal promotions to drive sales

What We're Looking For:

- ✓ 1+ years of supervisory or assistant management experience in hospitality
- ✓ A confident leader with strong multitasking and problem-solving skills
- ✓ Commercial awareness with an eye for improving efficiency and profitability
- ✓ Passion for great food, drinks, and exceptional service
- ✓ A team player eager to grow within an independent business

Perks & Benefits:

-  4-day workweek (Thursday to Sunday)
-  Paid breaks
-  Free meals on shift
-  Service charge
-  Free parking
-  Real opportunities for career progression

 Apply now – send your CV and a short paragraph on why you're the best person for this role to julia@jujuscafe.org.uk. Got questions? Email Julia or swing by at the weekend and say hello.