

Smithy General Manager

Location: The Smithy Café, Restaurant & Pub

Position Type: Flexible

Salary: Competitive / Commensurate with experience

About us: The Smithy is a vibrant, multi-faceted venue featuring a cozy café, occasional restaurant, and a weekend pub service.

The Role: We are seeking an energetic, adaptable, experienced or ambitious General Manager to oversee day-to-day operations across all areas of our business. As General Manager, you will lead the front-of-house team, maintain high operational standards, drive guest satisfaction, and work closely with the Development Trust to keep The Smithy vibrant. If you can cook, that is a huge bonus as we'd love to bring in someone who can level up our restaurant offerings. Because of the seasonal and flexible nature of our business, we offer flexible hours and arrangements to suit the right candidate. Whether you are an experienced operator looking for a dynamic leadership role or a seasoned professional seeking a more adaptable schedule, we want to hear from you.

Key Responsibilities

- **Leadership & Team Management:** Recruit, train, schedule, and mentor front-of-house staff across the café, restaurant, and pub, working with the Kitchen Lead to provide a quality service
- **Daily Operations:** Ensure smooth service during peak hours across the business from the summer café, to winter offerings, takeaways, special occasions & pub.
- **Customer Experience:** Maintain a high standard of customer service, handle guest feedback promptly, create reports that help monitor customer engagement and adapt the business needs accordingly.
- **Financial & Inventory Oversight:** Manage stock levels, manage supplier relationships, monitor labour costs, and assist with budget planning and daily cash reconciliation.
- **Compliance & Safety:** Ensure compliance with all food hygiene, health and safety, licensing, and employment regulations.
- **Events & Promotion:** Help organise events, seasonal menus, and marketing initiatives to drive footfall.

Key Requirements

- **Experience:** Proven supervisory or managerial experience in hospitality (café, restaurant, pub, or hybrid venue preferred).
- **Flexibility:** Willingness to work a flexible schedule tailored to operational needs and candidate preference.
- **Communication & People Skills:** Strong interpersonal skills with the ability to motivate a team and connect with guests.
- **Problem-Solving Ability:** Calm under pressure with a practical, hands-on approach to problem-solving.
- **Business Acumen:** Familiarity with point-of-sale systems, basic inventory control, and cost management.

What We Offer

- **Flexible Hours:** We value work-life balance and are open to discussing shift patterns, part-time, or more full-time arrangements.

- **Competitive Salary:** Package depends on your experience, skill set, and agreed working hours.
- Supportive and collaborative work environment with room to grow and make the role your own.

How to Apply: If you are a passionate hospitality professional looking for a flexible role where you can truly make an impact, we would love to hear from you. Closing date 23/10/26

Please send your CV along with a short cover letter explaining your background and preferred availability to: Boathouse@shapinsay.org.uk

