

open door 

Candidate Pack

**Catering &
Front of
House
Manager**

Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

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We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.

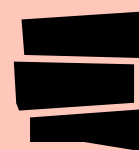
We have two main sites in Birkenhead, and over the past 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism





Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

100%

of staff feel valued by their manager.

100%

of staff feel they are part of a supportive team and have good working relationships.

100%

of staff feel positive about the work they are doing at Open Door.

A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people’s purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington - Charity Director



Job description

Role: Catering and Front of House Manager

Working pattern: Full time 37.5 hours per week

Location: Joy, Birkenhead

Contract type: Permanent*

Salary: £32,000

*Dependent on a successful 6-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests



Role Overview

The Catering & Front of House Manager will play a central role in shaping the day-to-day visitor experience across Joy's café, bar and front of house spaces. As a visible and hands-on presence within the building, you will lead hospitality operations, ensuring a high-quality, welcoming and values-led experience for all who use the space.

Working at the intersection of hospitality, community and culture, you will oversee in-house catering and front of house delivery, managing a team to provide a consistent, professional and inclusive service. You will work closely with Programming and wider site teams to ensure that catering and hospitality activity complements events and contributes to a joined-up, vibrant offer across Joy.

You will take ownership of the catering operation's performance, ensuring it is commercially sustainable, operationally efficient and aligned with Open Door's ethos, while continuously evolving the offer in response to audience needs and opportunities.

Main Duties and Responsibilities

Catering Operations & Offer

- Lead the delivery of Joy's café and bar offer, ensuring a high-quality, consistent and appealing range of food and drink options that meet the needs of a diverse audience.
- Ensure the catering offer reflects Joy's ethos, values and visitor experience, contributing to a welcoming and inclusive environment.
- Oversee in-house event catering, working closely with the Programming Team to ensure the offer is appropriate, well-coordinated and enhances event delivery.

Front of House & Visitor Experience

- Take responsibility for the front of house experience across catering spaces, ensuring a warm, professional and inclusive welcome for all visitors.
- Embed high standards of customer service across the team, supporting a mixed and diverse audience with care and consistency.
- Act as a key presence within the building, supporting the smooth day-to-day running of hospitality areas.

Team Leadership & Culture

- Line manage the catering and front of house team, including chefs, supervisors and assistants, ensuring they are well-supported, motivated and aligned with Open Door's values.
- Support recruitment, induction, training and ongoing development of staff as the offer grows.
- Foster a positive, inclusive and high-performing team culture, with a strong focus on collaboration and accountability.

Suppliers & Partnerships

- Manage relationships with suppliers to ensure high-quality products and best value for the organisation.
- Monitor supplier performance and seek opportunities to improve quality, sustainability and cost efficiency.

Main Duties and Responsibilities

Commercial Performance & Cost Control

- Take ownership of the financial performance of the catering operation, ensuring profitability through effective cost control, pricing and margin management.
- Monitor sales, stock and expenditure, using insight to inform decision-making and improve performance over time.
- Identify opportunities to grow income and enhance the catering offer in line with visitor needs and wider site activity.

Systems, Compliance & Standards

- Oversee the effective use of POS systems and ensure accurate reporting and data capture.
- Ensure all compliance requirements are met to a high standard, including food safety, allergens, hygiene and temperature controls.
- Embed a culture of compliance and accountability across the team, ensuring training and certifications are up to date.

Cross-Team Working & Site Integration

- Work collaboratively with the wider Joy Site Team, including Operations, Programming and Services, to ensure a joined-up and consistent visitor experience.
- Support Programming and Services teams to ensure catering spaces and offers contribute to wider organisational aims and activity.
- Provide hands-on support across the site where needed, particularly during busy periods or events.

Review, Learning & Development

- Monitor performance of catering and front of house operations, using feedback and data to inform continuous improvement.
- Stay informed about trends in hospitality and cultural venues, bringing new ideas to enhance the offer.
- Contribute to wider thinking around Joy's sustainability, visitor experience and role as a community space.

You will be a great fit if...

You have this experience:

- Experience managing front of house, catering or hospitality teams, including supporting recruitment, induction and staff development.
- Experience delivering high-quality catering or hospitality offers within a busy, customer-facing environment.
- Experience overseeing catering for events or working closely with events or programming teams to deliver coordinated activity.
- Experience managing budgets, controlling costs and working towards income or profitability targets.
- Experience working with external suppliers, building effective and value-driven relationships.

You have these skills:

- Strong organisational and operational management skills, with the ability to balance multiple priorities across day-to-day service and event delivery.
- Confident and approachable communication skills, able to build positive relationships with colleagues, visitors, partners and suppliers.
- Commercial awareness, with the ability to manage costs, identify opportunities and contribute to a financially sustainable offer.
- Strong attention to detail, with a commitment to maintaining high standards across service, compliance and presentation.
- Problem-solving skills and the ability to remain calm and effective in a fast-paced environment.
- Comfortable using systems to manage sales, stock, staffing and reporting.

You will be a great fit if...

You demonstrate these behaviours:

- Proactive and self-motivated, taking ownership of your area and driving standards forward.
- Collaborative and flexible, with a willingness to support colleagues and contribute to a joined-up site offer.
- Calm, resilient and adaptable, particularly during busy periods and live activity.
- Values-led, with a genuine commitment to inclusion, accessibility and creating welcoming spaces for all.
- Professional and people-focused, with a strong commitment to delivering excellent visitor experience.
- Curious and open to learning, with an interest in developing and evolving the catering and hospitality offer over time. Passionate about Open Door's mission and excited to play a key role in supporting its future growth and impact.

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com



Registered with
**FUNDRAISING
REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to vacancies@opendoorcharity.com with the job title as the subject line.

We look forward to hearing from you!



www.opendoorcharity.com

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