



Front of House Lead – Scran at the Children’s Hospital

Job Description

Responsible to: Kitchen Manager

Hours: 35 hours pw

Salary: £25,472-£27,272

Benefits: 25 days holiday (plus stat holidays), employer pension contributions. Enrolment onto medicash healthcare scheme. Annual duvet day allowance.

Duration: 1 year FTC, with possibility of extension

Location: The Royal Hospital for Children and Young People, Little France, EH16 4TJ

About the Candidate

Scran Academy is an Edinburgh youth work charity, supporting young people facing poverty and trauma to succeed through our innovative education and employment programmes.

We exist to alleviate poverty and provide opportunities for all young people, no matter their background or barrier. How we do this by creating real-life experiences and positive adult relationships in professional kitchen settings that help shine a light on the strengths and aspirations of young people.

We’re currently looking for a **talented, experienced hospitality professional** to join the frontline team in our exciting new café site at the Royal Hospital for Children and Young People.

The successful candidate will be an experienced customer service professional; a talented and welcoming host with excellent communication skills and a track record of coordinating smooth front of house operations. They will be instinctively organised and process-driven, and demonstrate experience of meticulous due diligence.

They will also be deeply passionate about maximising the potential of all young people, and be ready to maintain a professional environment that supports and welcomes young people with diverse backgrounds and unmet needs. Our Front of House Lead will therefore be ready to inspire and be inspired by young people. Working with placements on our employability programme will be part of the fabric of the job, supporting many in what might be their first professional environment, so compassion, patience and a non-judgemental approach are essentials.



About the Role

This is not your average Front of House role. This is an exciting opportunity to shape our flagship employability café within the NHS Royal Hospital for Children and Young People, supporting young people to thrive in a professional catering environment. This role sits at the heart of our dynamic charity, and is critical to delivering both **strong business outcomes and meaningful social impact**.

The role is **an operational lead** in our newly opening café at the Royal Hospital for Children and Young People, **leading customer service** by providing a warm welcome and positive atmosphere for customers and workers alike. The role will be of critical support to the Kitchen Manager in ensuring compliance and logistics are **maintained to the very highest standards of hygiene and due diligence**, and that the café is seamlessly integrated with building operations.

Communicating the impact and stories of the café will be an important function of this role, and **social media and building communications** will sit in the Front of House lead remit.

This role is also central to maintaining the function of the café and kitchen as a **learning and employment environment for vulnerable young people**. A core part of the work will therefore be the delivery of supportive in-work training and activity, providing young people with professional skills and confidence.

The role will provide day-to-day **supervisory support for the front of house team**, and will be supported by experienced Scran catering staff who will assist on-site for the initial weeks after opening. **Full operational and pedagogical training will be provided** through a thorough induction process to ensure the post holder is equipped to succeed in this impactful and rewarding role.

This role embodies our values: We Love, We Trust, We Unite and We Lead:

We Love – the successful candidate will nurture young people. They will care deeply and see all behaviour as communication that deserves a dignified response. They will be non-judgemental and take a trauma-informed approach.

We Trust – the successful candidate will believe in the potential of young people. They will trust them to be the expert of their own life and circumstance. They will support young people to take responsible steps in learning, work and life.

We Unite – the successful candidate will courageously bring young people together. They will aim to create safe spaces where stepping outside comfort zones is supported and encouraged.

We Lead – the successful candidate will see all young people as leaders in their own lives. They will be ready to both lead and be led by young people. They will listen and provide a platform for young people to lead their learning and thrive.



Job Description

This is an exciting role, with elements of food preparation and youth work, around a core of excellent customer service and relationship building.

Working directly with the café Kitchen Manager, the Front of House Lead is accountable for the smooth and financially successful running of our café at the NHS Royal Hospital for Children and Young People.

Main Responsibilities

Lead the social and commercial impact of the café

- Monitor and maintain food management and cleaning processes that ensure the café operates with the very highest standards of hygiene and due diligence
- Provide an outstanding food and drink offer for frontline NHS staff and wider building users
- Connect to customers, providing service that makes them want to come back
- Support the function of the café as a community hub for hospital users
- Help create, develop and communicate the potential of the café
- Meet sales targets and stick to budgets
- Place orders and work with suppliers

Support the delivery of education and employability outcomes for young people

- Provide a confidence-building, inspiring environment for young people
- Coordinate with young people and the youth work team to create meaningful positive work experience placements in the cafe

Develop relationships with our NHS partners

- Working with our Communications and Engagement Officer, be the on-site lead in planning and developing building user engagement through events and campaigns, including social media
- Be a go-to for any immediate operational details on site at the café
- Develop direct relationships with key operational staff within the building
- Identify opportunities to maximise mutual benefit in the partnership, and work with colleagues to implement these
- Contribute to events and building-user outreach schemes through the café

Participate as part of the wider Scrان staff team by:

- Engaging in regular and ad-hoc meetings with the Scrان Academy team
- Undertaking any necessary training and development.
- Carrying out all duties in accordance with Scrان policies and procedures.



- Delivering any other duties appropriate to the role as agreed with line manager.
- Upholding the values and ethos of the organisation.

Person specification and application process below.



Criteria	Essential	Desirable
Qualifications and Personal Development		
Intermediate food hygiene (level 2) or equivalent	•	
Barista qualification or equivalent training		•
Experience in sector		
2 years experience working in a professional food environment	•	
Experience of supervising in a café or restaurant role	•	
Experience of supervising in a customer-facing hospitality role		•
Experience of monitoring or maintaining HACCP systems	•	
Experience of NHS or statutory sector FM systems and processes		•
Experience of planning and delivering events		•
Experience of working with young people from a range of backgrounds and in different settings		•
Experience of managing complex logistics		•
Experience of delivering cookery training		•
Experience of partnership working		•
Financial Management		
Experience of maintaining catering stocks and supplies	•	
Competencies		
Quality focus – has high professional standards and a strong alignment to organisational objectives	•	
Communication – communicates effectively with a wide range of stakeholders - including customers, young people and wider stakeholders	•	
Motivation – fosters a positive, efficient work environment in which co-workers thrive	•	
Decision making – shows dynamic problem-solving abilities	•	
Compassionate – caring and non-judgemental, with excellent listening skills – sensitive to the diverse backgrounds and needs of both young people and building users	•	
Courageous – thrives outside comfort zone and remains calm in stressful situations	•	
Administration		
Excellent IT skills and knowledge of Microsoft Office Applications		•
Skilled at use of social media or other communication tools and platforms	•	
Excellent attention to detail		•
Other		
Eligible to join PVG Scheme Membership Scheme	•	
Full, clean driving licence		•



To apply, please send a CV and a cover letter of no more than 500 words stating why you are the best fit for the role and any other relevant information you would like to highlight to jamie@scranacademy.com

Please send applications by 9am on Thursday 1st May 2025.

Shortlisted candidates will be invited to interview by Friday 9th May 2025.

Interviews will be held on the 19th May 2025.