



Manager – The Owl Tree Children’s Café & Community Nest

Location: The Owl Tree Children’s Café, Coxlodge, Newcastle upon Tyne

Hours: 40 hours per week (5 days), including 1 in 4 Saturdays (rota)

Salary: £34,000

Contract: 18m fixed term initially, 6 month probationary period

Reports to: Board of Directors

About The Owl Tree Children’s Café & Community Nest

The Owl Tree is a family-focused community café and support space in Newcastle upon Tyne, rooted in a strong commitment to improving wellbeing and reducing isolation for parents, carers and children. Our primary goal is to address **parenting loneliness** and **support mental health** by providing a safe space where adults can build supportive relationships and children can be themselves. Our café is at the heart of the nest and is designed for families, with a safe, child-friendly environment and affordable menu, making it a much-loved community resource.

We are passionate about supporting families and creating an inclusive space where people feel welcome, connected and valued. For many who visit us, The Owl Tree becomes a regular and important part of their week — a place of belonging, mutual support and community connection.

The feedback we receive from families and community members reflects the impact of our work and the values that shape everything we do; inclusivity, compassion and respect.

“Staff and other carers visiting the owl tree cafe have supported my parenting through every hard stage. I feel like there is always someone to listen and offer advice. The Owl Tree is as much for parents as it is children and I like to give back to the Owl Tree when I can because I love how much they support other people. That makes me feel part of a community”

“I feel like me and my children belong and I feel less isolated. I don’t have any family here but everyone at the owl tree feels like a family.”

“Being able to take my children to the owl tree, when getting out of the house is even a challenge, has been amazing for my mental health. The staff, volunteers and even other parents are always so supportive.”

Following a period of growth, we’ve expanded from a small part-time café in a local football club to our own dedicated venue, now open six days a week. Our team has grown to include 11 part-time café staff, 20 dedicated volunteers, a Café Assistant Manager, an Admin & Finance Officer, a Community Engagement Coordinator and a Volunteer Coordinator.

We are looking for a **proactive, people-focused Manager with experience of leading day-to-day operations in a community space or similar setting** to help deliver the board’s strategic plans. The successful candidate will support the existing team, working closely with the Assistant Manager, to ensure the families who visit us have a warm and welcoming experience. They will also be confident preparing and presenting financial information to the board.

Key Responsibilities

- Provide vision, leadership, communication and support to all employees and volunteers by overseeing the smooth running of the café, ensuring a warm, inclusive and welcoming environment for families and community members.
- Prepare budgets and forecasts for the board, monitor performance against these, and help ensure the organisation remains financially sustainable and able to meet its commitments.
- Organise and facilitate special community events and activities in the café, planning staffing for these events and communicating with the Admin & Finance Officer about promotion.
- Manage the community building, including safety, ongoing risk assessments, fire and other compliance requirements, and general maintenance and cleaning. Liaise with the landlord and ensure any issues are raised and resolved promptly, maintaining a positive working relationship.
- Support the Assistant Manager with staffing and payroll.
- Ensure written policies are relevant and up to date.
- Engage with parents, carers, and community members to foster social connections.
- Open and close the café on working days, following all operational and safety procedures.
- Manage food stock control and share responsibility for food shopping on working days with assistant manager. Monitor the spend on food and wastage and ensure it is within budget.
- Attend relevant training to support personal and professional development.
- Work a minimum of 1 in every 4 Saturdays as part of the rota.

Person Specification

Essential:

Proven managerial experience leading a team and managing day-to-day operations in a busy community setting.

Strong people skills, with a friendly, approachable manner and a commitment to creating a welcoming experience for everyone who visits.

Excellent organisational skills and the ability to work independently.

Passion for community building, family-friendly spaces, and social connection.

- Driving licence and access to own vehicle.
- Flexible, reliable, punctual and proactive with a positive “can-do” attitude.
- Willingness to undertake relevant training.
- Commitment to the Owl Tree values; inclusivity, compassion, and respect.

Desirable:

- Experience working in a children’s café, play café, family-focused hospitality environment or a community setting.
- Experience working in a grassroots entity, social enterprise or charitable organisation.
- Confident in handling food safely and maintaining hygiene standards (Food Hygiene certification desirable but this training can be provided as part of the role)
- First Aid certification.
- Knowledge of safeguarding and VCSE sector in Newcastle.

Why Join Us?

At The Owl Tree you’ll be part of a supportive, passionate team making a meaningful difference in the local community. You’ll help nurture a safe, welcoming space where families feel connected, children can play, and parents and carers feel supported. If you thrive in a busy environment and are motivated by community connection and positive social impact, this is the role for you.

How to Apply:

Please send your CV and a short cover letter explaining why you’d be a great fit for the role to:

inbox.owltreenest@outlook.com

