

Job Description

August 2026

Role: Restaurant Manager	Region: South & West
Reports to: Operations Manager - The Mackintosh Tearooms	Pay Grade: Grade 7 - £45,502 per annum
Location: The Mackintosh Tearooms, 217 Sauchiehall Street, Glasgow, G2 3EX.	Type of Contract: Permanent. Full-Time, 40 Hours Per Week.
Terms and conditions The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply - hours of work = 40 per week on days and at times to suit the needs of the job and property opening hours (this will include regular weekend/public holiday duties and some evening work)	

The Mackintosh Tearooms is the home of the original Willow Tea Rooms Building at 217 Sauchiehall Street. It was first opened by Miss Cranston in 1903 and designed by Charles Rennie Mackintosh in collaboration with his wife, Margaret Macdonald. Following a detailed restoration project in 2018, the building is now back to its former glory as a unique tearoom over three floors. It now includes additional events spaces, an exhibition and a gift shop.

PURPOSE OF THE ROLE

The Restaurant Manager is responsible for the day-to-day leadership and operational delivery of the Food & Beverage operation at Mackintosh Tearooms, including the historic tearooms, hospitality, private dining and events.

As a key member of the property management team, you will lead one of the National Trust for Scotland's flagship hospitality operations, managing multiple Food & Beverage business streams and leading a multidisciplinary team to deliver exceptional visitor experiences, strong commercial performance and the highest standards of operational excellence.

The role has direct responsibility for the leadership and development of the Head Chef, the Visitor Services Supervisor (Food & Beverage) and the Visitor Services Supervisor (Bookings & Events), ensuring all areas of the operation work together to deliver an exceptional visitor experience.

This is a highly operational, hands-on leadership role. You will spend the majority of your working time within the operation, leading service, supporting colleagues and ensuring consistently high standards are maintained across all Food & Beverage areas.

Working closely with the Operations Manager, the Head Chef and the National Food & Beverage Team, you will develop, implement and continuously improve the Food & Beverage offer, ensuring Mackintosh Tearooms maintains its reputation as a leading visitor destination.

The role requires flexibility to meet the needs of the business and includes regular evening, weekend and public holiday working, together with Duty Manager responsibilities as required.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Take overall responsibility for the day-to-day management and operational delivery of the Food & Beverage operation at Mackintosh Tearooms.
- Provide visible, hands-on leadership throughout service, supporting colleagues and ensuring consistently high standards that deliver an exceptional visitor experience across all Food & Beverage areas.
- Provide direct line management, leadership and development to the Head Chef, the Visitor Services Supervisor (Food & Beverage) and the Visitor Services Supervisor (Bookings & Events), ensuring they are supported to lead their teams and deliver exceptional operational, commercial and visitor outcomes.
- Lead, motivate and develop colleagues and volunteers, creating a positive, high-performing culture where teams feel empowered, supported and accountable.
- Deliver agreed commercial objectives, including revenue, profitability, labour, stock, waste and cost control.
- Ensure consistently high standards of food, beverage, service, presentation and cleanliness across all Food & Beverage operations.
- Work collaboratively with the Head Chef, the Operations Manager and the National Food & Beverage Team to develop, implement and continuously improve the Food & Beverage offer, ensuring it meets visitor expectations and commercial objectives.
- Take overall responsibility for Food Safety, Health & Safety, allergen management, licensing and statutory compliance within the Food & Beverage operation.
- Act as Duty Manager and Key Holder, taking responsibility for the safe and effective operation of the property when required.
- Build strong working relationships across the property to support a seamless visitor experience and contribute to the wider success of Mackintosh Tearooms.
- Support the promotion of National Trust for Scotland membership and wider commercial opportunities.
- Ensure financial controls, cash handling and departmental procedures are followed in line with Trust policies.
- Prepare departmental rotas and payroll information, ensuring appropriate staffing levels to meet operational and commercial requirements.
- Undertake any other duties reasonably required within the scope of the role.

DEPARTMENT SPECIFIC – FOOD & BEVERAGE

- Collect and submit departmental payroll information, ensuring accuracy and compliance with National Trust for Scotland procedures.
- Manage stock, purchasing and inventory in line with agreed budgets and Trust procedures.
- Monitor departmental performance, identifying opportunities to improve productivity, profitability and the visitor experience.
- Work collaboratively with the Operations Manager, the Head Chef and the National Food & Beverage Team to develop, implement and continuously improve the Food & Beverage offer.
- Ensure the Food & Beverage operation complies with all Food Safety, Health & Safety, environmental and licensing legislation.
- Ensure the Food Safety Management System is fully implemented and maintained, carrying out regular audits and taking prompt action where improvements are identified.

- Ensure colleagues receive the training, coaching and support required to work safely, confidently and in line with National Trust for Scotland standards.
- Support the successful planning and delivery of hospitality functions, private dining and events.
- Undertake any other duties reasonably required within the scope of the role.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Hospitality qualification or equivalent management experience.
- Intermediate Food Hygiene Certificate (or willingness to obtain).

Desirable

- Advanced Food Hygiene qualification.
- Scottish Personal Licence Holder.
- First Aid at Work qualification.

Experience

Essential

- Significant management experience within a high-quality Food & Beverage or hospitality operation.
- Proven experience leading large, multi-disciplinary teams in a fast-paced hospitality environment.
- Experience managing commercial performance, budgets, labour, stock control and financial targets.
- Experience delivering consistently high standards of customer service and visitor experience.
- Experience managing Food Safety, Health & Safety and statutory compliance.

Desirable

- Experience within a heritage attraction, visitor attraction, premium restaurant or hotel environment.
- Experience managing hospitality, private dining and events.

Knowledge & Skills

Essential

- Strong leadership and people management skills.
- Excellent communication and interpersonal skills.
- Strong organisational and planning skills.
- Commercial awareness with the ability to interpret financial information and drive profitability.
- Sound knowledge of Food Safety, allergen management, Health & Safety and licensing legislation.
- Ability to motivate, coach and develop teams to achieve high performance.
- Competent in Microsoft Office and EPOS systems.

Desirable

- Understanding of the National Trust for Scotland and its commitment to delivering outstanding visitor experiences.
- Knowledge of heritage hospitality operations.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Friday 21st August 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Restaurant Manager – Mackintosh Tearooms"