

General Manager – E5 Bakehouse, Hackney

Location: Primarily Hackney (E8), with occasional travel to Poplar (E14) and Stratford (E20)

Hours: 45 hours per week

Salary: £45k+ (Depending on Experience)

About Us

E5 Bakehouse is an independent, values-driven bakery and café, operating seven days a week across three vibrant East London locations. We're passionate about championing sustainability, celebrating diversity, feeding communities, sharing knowledge, and inspiring craftsmanship. Our culture is at the heart of everything we do — whether we're baking sourdough, running workshops, or serving our neighbourhoods.

The Role

We're looking for a General Manager (GM) to ensure the smooth running of our main site in Hackney. You'll be responsible for making sure every day goes off without a hitch - providing oversight and quick solutions to problems on the floor as they arise. This means you'll have oversight across all departments - front of house, coffee, kitchen, bread, pastry, milling, delivery logistics and cleaning. You will develop a good understanding of how all departments work and, with support from the Operations Director, will divide your time ensuring the site runs smoothly, proactively ensuring works are undertaken, machinery serviced and standards maintained. Ideally you'll have skills in a couple of these departments already, but there'll be plenty of opportunity to pick up skills along the way. You will also ensure events are delivered to the best of our capabilities and generally make sure the ship sails smoothly.

About You

- You're passionate about food, people, and community, and you understand what makes E5 Bakehouse special.
- You are a practical person with technical aptitude.
- You have experience in a similarly creative, problem solving role, within a values-led hospitality environment.
- You're highly organised, able to manage a large list and effectively prioritise.
- You're proactive, approachable, and an excellent communicator.

Key Responsibilities

Operational Oversight

- Oversee all aspects of daily operations across departments.
- Ensure quality and consistency of daily kitchen output and baked goods.
- Guarantee seamless day-to-day service, providing quick solutions to operational issues and coordinating effectively between departments.

- Manage opening and closing procedures, ensuring the bakery is ready for business and properly secured at the end of the day.
- Ensure logistics for deliveries to wholesale customers and other e5 sites run on time.
- Keep the arches well organised and maintained, troubleshoot technical or mechanical issues and liaising with external contractors where necessary.
- Assist with financial reporting, working with the Operations Director on KPIs, operational reports, margins, and identifying opportunities for cost savings.

Culture, Engagement & Communication

- Support E5's sustainability goals - championing new sustainability or zero waste ideas within daily operations, reminding staff of what we do and why.
- Foster a positive and productive work environment.
- Implement initiatives to boost team morale, such as in-house training, staff trips, guest speakers and recognition/reward systems.
- Act as a visible leader on the ground.
- Manage internal communication channels (Slack, company calendar).
- Ensure clear and consistent communication of roles, responsibilities, and organisational structure.

Staff Management

- Build strong relationships with team members at all levels.
- Keep a close eye on staff-costs, monitoring scheduling and overtime.
- Assist with recruiting, training, onboarding and progression of bakery staff.
- Take part in performance reviews.
- Create work schedules, assign duties, and monitor staff performance.

Inventory and Supply Management

- Manage inventory, place orders, minimise wastage, and monitor spend to drive operational efficiency.
- Conduct regular inventory checks and manage waste to minimise costs.
- Maintain relationships with suppliers, assist with delivery logistics and ensure deliveries are received as and when expected.

Quality Control & Customer Experience

- Provide the best possible experience for customers.
- Resolve customer feedback promptly.
- Ensure quality and consistency of daily kitchen output and baked goods.

Health and Safety Compliance

- Uphold full compliance with health, safety, food hygiene legislation, including allergen management and HACCP procedures.
- Conduct regular inspections and audits to maintain a clean, safe working environment.
- Support with training staff on proper hygiene and safety practices.

What We Offer

- A supportive, passionate team and a welcoming, creative environment.
- The chance to make a real impact on how the business runs.
- A hearty, delicious staff lunch each day, plus all the free coffee and tea you can drink.
- Generous discounts across all of our products.
- Cycle to Work scheme.
- Staff trips, socials and events.

How to Apply

Send your CV and a cover letter telling us why you'd be a great fit for E5 Bakehouse and this role to jobs@e5bakehouse.com. We'd love to hear how you connect with our values and what you'd bring to our team.

E5 Bakehouse is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Join us in feeding communities, inspiring craftsmanship, and shaping the future of E5 Bakehouse!

All job roles at e5 Bakehouse are subject to a 3 month probationary period which will be assessed and reviewed during the onboarding process.