



Haley House Bakery Cafe General Manager Job Description

“Help reopen one of Boston's most beloved social enterprise cafés and use hospitality as a catalyst for food justice, workforce development, and community impact”.

About Haley House: For nearly sixty years, Haley House has used food and the power of community to break down barriers, open opportunities, and strengthen the neighborhoods we serve. Founded in 1966, Haley House has grown to include direct services (soup kitchen, food pantry, clothing distribution), permanent affordable housing, urban agriculture, education and training programs, and our social enterprise.

The Bakery Café is more than a restaurant. It is an extension of Haley House's mission—a place where exceptional food, meaningful employment, workforce development, and community come together. Every meal served, every catering event hosted, and every relationship built helps create economic opportunity, promote food justice, and strengthen the fabric of our community.

As we prepare to reopen the Café, we are seeking a visionary leader who believes that hospitality can be a powerful tool for social change.

The Opportunity

The General Manager will oversee the successful relaunch and ongoing operations of both the Bakery Café and its growing catering business. This leader will establish strong operational systems, build and develop an exceptional team, ensure financial sustainability, and create an outstanding guest experience while helping the Café reclaim its place as a vibrant gathering space in Nubian Square.

Success in this role requires someone who can balance operational excellence with community impact. The ideal candidate will have experience opening, reopening, or scaling a restaurant or hospitality business while embracing Haley House's commitment to equity, inclusion, workforce development, and food justice. This individual understands that success is measured not only by financial performance, but also by the lives impacted through the Café's work.

Ideal candidates will not only bring a track record of launching or reopening a restaurant but also a deep commitment to equity and community, balancing the challenges of leading a successful enterprise with fulfilling a social mission.



HALEY HOUSE

Responsibilities

Operations & Financial Management

- Plan and execute the operational steps required for reopening, including menu development, hiring and training staff, establishing supplier relationships and equipment purchasing and installation.
- Oversee daily operations of both the Café and Catering businesses to ensure high-quality food, service, and customer experience.
- Develop and implement culinary systems that deliver consistent quality, portion control, minimal food waste and labor efficiency
- Establish business systems which control and monitor costs for staff, goods served and inventory.
- Utilize the culinary and business systems to manage labor and food costs to keep them in balance with revenues to allow the Cafe to operate as a viable and sustainable enterprise.
- Build a staff and customer friendly environment premised on respecting and treating each individual with dignity, kindness and care,
- Maintain a sparkling clean service and kitchen space that complies with all applicable health, safety, and labor regulations.

Catering Business Leadership

- Grow and promote the Cafe's catering business as a key revenue stream and mission-aligned enterprise.
- Build and maintain client relationships, ensuring excellent communication and service
- Create systems to manage catering inquiries, including pricing, scheduling, logistics, and delivery with efficiency and hospitality
- Market profitable catering services to institutional and corporate partners while serving the needs of community-based organizations in a cost and price sensitive manner.

Team Leadership & Development

- Recruit, train, and mentor a diverse staff across retail and catering operations
- Inspire a culture that is collaborative, mission-focused, and centered on hospitality.
- Offer coaching and opportunities for growth while modeling transparency and shared responsibility.
- Promote staff empowerment and accountability
- Integrate workforce training and re-entry programs into operations, offering meaningful opportunities for skill development and advancement

Sales, Marketing and Growth

- Develop marketing strategies to grow Café traffic and catering sales by leveraging community events, partnerships, and social media.
- Serve as an external ambassador, representing Haley House at networking events and community gatherings.
- Drive innovative programming and promotions that highlight the Café's role as a community hub.



HALEY HOUSE

Mission & Community Leadership

- Lead the successful reopening of the Bakery Café, ensuring operations align with Haley House's values of hospitality, justice, and inclusion.
- Cultivate relationships with neighbors, customers, organizations, and partners to make the Café a true community anchor.
- Ensure the Café and Catering strengthen Haley House's role in addressing food justice and economic empowerment.
- Help position the Café as a cornerstone of Haley House's broader mission, connecting food, workforce development, economic opportunity, and community building.

Qualifications

- Substantial experience in management within hospitality, food service, or social enterprise.
- Demonstrated experience in opening, reopening, or significantly growing a restaurant or related enterprise
- Strong financial management skills and comfort with budget oversight and shared accountability.
- Proven ability to lead diverse teams with equity and inclusion at the core.
- Commitment to social justice, food justice, and community empowerment.
- Knowledge of or connection to Roxbury/South End communities a strong plus.
- Must have a valid ServSafe Manager Certification
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Compensation & Benefits

This is a full-time, salaried position with a salary range of \$80,000 to \$95,000, depending on experience. Haley House also offers:

- Zero deductible health
- Dental, and life insurance
- Paid time off (PTO)
- Voluntary contributions to 403(b) retirement plan

Equal Opportunity Employment

Haley House is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We strongly encourage applications from people of color, women, LGBTQ+ individuals, people with disabilities, and candidates from other historically underrepresented communities.

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off

Work Location: In person