

CAFE MANAGER JOB DESCRIPTION

Job Title: Café Manager

Reporting to: Chief Executive

Responsible for: Cafe staff team

Proposed Salary: £26,407.03 - £33,272.85 (Dependent on skills and experience)

Hours: 37.5 hours per week

OVERALL PURPOSE

Working with the Café and Kitchen Team to provide refreshments and food to our Climbers and visitors. Responsible for setting the vision for the Café and keeping our offer fresh and appealing. Ensuring the Café stands out in terms of quality, sustainability and a great customer experience.

SPECIFIC DUTIES:

CAFÉ SERVICE

- Provide a friendly, efficient service for our customers and to act as a point of contact for both staff and customers at the Castle Café.
- Ensuring the cafe is fit for service in respect of both food preparation and appropriate hygiene. And that at all times food and drink will be stored, prepared and presented according to the appropriate hygiene standards.
- The Cafe Manager will be expected to work in the cafe and/or kitchen for at least 2 shifts a week, including evenings and weekends.

STAFF MANAGEMENT

- Provide leadership and direction to the Cafe Team in excellent customer service, efficient food preparation, sustainable practice and stock control.
- Ensure staff carry out their roles according to our policies and procedures, their job descriptions and H&S legislation.
- Create a monthly rota for all Cafe staff and manage staff absences and holidays.
- Develop staff performance standards.
- Conduct regular support and supervision sessions and annual staff appraisals.
- Conduct all required recruitment and training of new Front of House Assistants.
- Provide line management support to staff when appropriate/required.
- Provide development opportunities for staff in line with Castle policies.
- Conduct quarterly staff meetings/workshops with annual staff development/team building days.

STOCK MANAGEMENT

- Manage stock and waste efficiently, creating a stock management system
- Ensure all Café team are trained in efficient stock handling
- Investigate new sustainable product lines and purchase/change stock orders as appropriate
- Create and maintain good supplier relations

SALES/MARKETING MANAGEMENT

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Reviewed: Oct 2022

- Ensure stock is displayed and marketed to the highest possible standards
- Respond promptly and effectively to customer feedback
- Promote the Café through our website, social media and within the centre
- Come up with creative marketing solutions to promote our own food and sustainably sourced produce

H&S AND HYGIENE MANAGEMENT

- Ensure that all legally required H&S practices are adhered to.
- Review and update the Cafe Risk assessment and H&S policy when required.
- Improve the Food Hygiene and H&S standards in the Castle Cafe.
- Ensure that the café is cleaned according to appropriate standards
- Ensure that the café equipment is used properly and maintained to a good standard and notify any problems with equipment to the Maintenance Manager

ACCOUNTS/FINANCIAL MANAGEMENT

- Ensure that daily record keeping and cash handling by staff is efficient and accurate
- Ensure that the Café meets financial targets set by the Board of Directors
- Work to budget and input into annual budget creation
- Ensure that the accounts are up to date on a monthly basis
- Ensure all supplier invoices are paid in a timely fashion

SUSTAINABILITY MANAGEMENT

- Promote sustainability and our home grown, home cooked food
- Work towards all the food and drink that we serve meeting sustainable food principles
- Market and clearly communicate to customers and staff sustainability measures
- Ensure effective waste management in the café
- Ensure you and the Café staff follow the guidelines outlined in the Café sustainability policy
- Manage and update the Café sustainability policy

STRATEGY

- Participate in strategic and business planning processes with the Board of Directors and the Centre Managers
- Develop business strategy for the development of the Castle Café in line with the policies and direction of the Castle Climbing Centre and High Performance Sports Ltd.

REPORTING

- Provide written monthly reports to the Centre Managers on all areas of operation of the café listed above
- Provide quarterly H&S reports
- Provide biannual stock take reports

This job description reflects some of the present requirements of the post (i.e. it is not exhaustive), and as duties and responsibilities change/develop, the job description will be reviewed and subject to amendment in consultation with the post-holder.

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