

CAFE MANAGER JOB DESCRIPTION

Job Title: Café Manager

Reporting to: Centre Managers

Responsible for: Café Kitchen Team

Proposed Salary: £25K-£29K (dependent on experience)

Hours: 40 hours per week

OVERALL PURPOSE

To work with the Castle Management and the Cafe staff team to run a fast paced and friendly, customer service oriented, sustainable café in the Castle Climbing Centre.

SPECIFIC DUTIES:

CAFÉ SERVICE

- Provide service of food and beverages, and to act as a point of contact for both staff and customers at the Castle Café during the normal opening hours of the centre.
- Ensure that the cafe is fit for service in respect of both food preparation and appropriate hygiene standards at the commencement and throughout the duration of your shift.
- Ensure that at all times food and drink will be stored, prepared and presented according to the appropriate hygiene standards.
- Provide a friendly, efficient service for our customers.
- The Cafe Manager will be expected to work in the cafe up to around 20 hours 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 their job descriptions and according to H&S legislation.
- Create a monthly rota for all Cafe staff and manage staff absences and holidays.
- Ensure all staff complete their timesheets accurately.
- Develop staff performance standards.
- Regular 1-2-1 meetings that will feed into the annual staff appraisals with support from HR.
- Conduct all required recruitment and training of new Cafe Assistants with support from HR.
- Provide line management support to staff when appropriate/required.
- Provide development opportunities for staff in line with Castle policies.
- Conduct quarterly staff meetings/workshops.
- Organise annual staff development/team building days.

STOCK MANAGEMENT

- Ensure that sufficient supplies for the effective running of the café are maintained at all times
- Ensure that wastage and shrinkage are kept to a minimum and within defined targets

- Create and maintain an efficient 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
- Conduct bi-annual stock takes and report on such
- Ensure the till is kept up to date

SALES/MARKETING MANAGEMENT

- Update prices and maintain an effective GPR on product lines as supplier prices change
- 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 H&S standards in the Castle Cafe.
- Improve and sustain the food hygiene rating of the Castle Cafe.
- Ensure that the café is cleaned according to appropriate standards
- Ensure that the café equipment is maintained to a good standard and notify any problems with equipment to the maintenance manager
- Utilise the equipment provided correctly and safely at all times, and in accordance with the Castle Cafe Health & Safety Policy.

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 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
- Take part in sustainable food events

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
- Provide monthly financial and operational 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.

CAFE MANAGER - PERSON SPECIFICATION

SKILLS

- Essential:*
- Proven record of team management skills
 - Proven excellent customer service skills
 - Proven time management and organisational skills
 - Proven communication skills
 - Good knowledge of standard IT packages (Word, Excel and Outlook at a minimum)
 - Knowledge of H&S and hygiene legislation relevant to the catering industry
 - Proven excellent stock control and stock management skills
- Desirable:*
- Knowledge of working with a kitchen garden
 - Knowledge of Xero or other accounting package

APTITUDE

- Essential:*
- Ability to motivate and inspire a team of staff
 - Ability to work independently
 - Ability to drive standards forward
 - Ability to foster a culture of flexibility and responsiveness to change
 - Ability to work well under pressure and in a fast-paced environment
- Desirable:*
- Ability to create new working systems & adapt current ones.

PERSONAL QUALITIES

- Essential:*
- Cheerful, friendly, understanding and customer focused
 - Commitment to proactively delivering solutions
 - Attention to detail
 - 'Can-do' attitude
 - Commitment to high standards of hygiene
 - Creative and focused approach
 - Attentive to team's working capacity
 - Sustainably focused mindset

PREVIOUS EXPERIENCE

- Essential:*
- 2 years Catering or hospitality management including financial management and stock control
- Desirable:*
- Experience working in a sustainable cafe
 - Experience or good understanding of growing food in a commercial scale garden

QUALIFICATIONS

- Essential:*
- Food Hygiene level 2
- Desirable:*
- Food hygiene level 3
 - Valid first aid certificate
 - Catering/hospitality management qualifications