

Job Description – Café Manager

Job Title: Café Manager

Location: The Lightship Café, Grays Beach Riverside Park, Thames Road, Grays, Essex. RM17 6JP

Reports to: Board of Directors, The Lightship Café CIC

PURPOSE OF JOB: To manage the Café and optimise its profits, whilst remaining consistent with its community focus and volunteer contribution.

WORKING HOURS: 37.5 hours per week. Core hours 9:00am-5:00pm

The appointed person will be expected to work flexibly which may include some weekends and on special events within the usual opening hours of the café, which may include weekends and bank holidays.

KEY ACCOUNTABILITIES

- To create a consistent café offer and welcoming environment for both volunteers and customers.
- To develop the café menu and product choices.
- To maximise profit through effective buying, pricing, creative marketing and excellent customer service.
- To manage all aspects of the daily running of the café including food preparation, cooking, stock management and delivery or collection of goods to the café, ensuring its smooth running and proper administration.
- To ensure the café and associated areas such as toilet facilities are clean and regularly inspected.
- To co-ordinate and ensure adequate supervision for all café volunteers.
- To ensure effective cash handling processes are followed and to complete café financial reporting on a daily basis.
- To contribute to the successful implementation of new cafe developments.
- To induct other staff including volunteers in their roles and to assist with other staff training as required.
- If not already held, be willing to undertake a Level 3 qualification in Food Handling for Catering .
- To maintain knowledge of current regulations relating to Health and Safety and Food handling and Hygiene.
- Be willing to undertake SOVA (Safeguarding of Vulnerable Adults) training.
- Any other duties commensurate with the role.

The Directors reserve the right to change or update the Job Description from time to time in agreement with the appointed person.

THIS ROLE WILL INITIALLY BE FOR A 6 MONTH TERM WITH EXPECTATION TO EXTEND TO PERMANENT EMPLOYMENT.

KNOWLEDGE, SKILLS, EXPERIENCE AND CHARACTERISTICS REQUIRED

(Person Specification)

- Community minded individual, preferably who lives in the local area
- Experience of a catering environment preferably a Café or restaurant.
- Proven cooking skills and knowledge of food and coffee making.
- Proven management, organisational skills with thoroughness and attention to detail.
- Ability to work in a pressurised environment.
- Good numeracy, literacy and IT skills for effective reporting and volunteer management, especially Microsoft Excel.
- Friendly, welcoming and inclusive personality.
- Excellent communication skills and strong commitment to customer service and high quality standards.
- Experience of working in or with the voluntary sector and/or working with vulnerable adults.
- Ability to work under own initiative without supervision.
- Ability to develop good work relationships, enjoy meeting and working with people at all levels and from diverse walks of life.
- A working knowledge of budgets and budgetary control.
- Motivation and persistence to see tasks through to successful completion and ability to work additional hours when necessary.
- Must have use of a car and a full driving license.
- Must be willing to complete a self-declaration and undergo an Enhanced DBS check.

While receiving guidance from the Directors, the successful development of the Café will depend to a large extent on the imagination, initiative and motivation of the Manager.

A combination of flexibility, enthusiasm, innovation and sound organisational skills is essential.

OTHER INFORMATION

All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in Cafe's business, as well as any visitors.

All employees have a duty to comply with the companies Equal Opportunities and Safeguarding Policy in their contacts with other staff, customers and visitors. The appointed person will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the Data Protection Act 2003.