

JOB DESCRIPTION: CAFE MANAGER at The Bridge

MAIN PURPOSE OF JOB:

Take full responsibility for the day to day operation of the cafe. Create an environment that is welcoming to existing and new users and develop a self-sustaining community cafe that provides a varied and healthy menu together with consistent, professional service. Work co-operatively with other kitchen users to ensure that the cafe can continue to provide quality customer service throughout the week. Liaise with other managers to ensure that the cafe is seen as a resource at the heart of The Bridge and integral to its growth. Identify and develop other services and projects that will contribute to the services of the Centre.

ACCOUNTABILITY:

The postholder is directly accountable to the CEO.

AREA OF WORK	MAIN TASKS & RESPONSIBILITIES
<p>Daily Management of Cafe</p>	<p>STAFF</p> <ul style="list-style-type: none"> • Ensure that the cafe is adequately staffed – rotas, part-time staff and volunteers to be co-ordinated • Provide supervision and support to cafe staff • Ensure all staff have a food hygiene certificate and are trained otherwise as required <p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> • Ensure a professional level of customer service is delivered by all cafe staff and volunteers at all times <p>HEALTH & SAFETY</p> <ul style="list-style-type: none"> • Ensure that the kitchen, servery and cafe area are clean throughout the day and meet health & safety requirements including termly risk assessments • Create procedures for and ensure compliance for handover to and from other kitchen users <p>FOOD MANAGEMENT</p> <ul style="list-style-type: none"> • Ensure that all foods that are prepared, cooked and stored in the cafe meet a high standard of food hygiene • Monitor and record all steps and activities of food processes to make certain food is safe – use “Safer Food Better Business “ • Organise and manage the purchasing of cafe supplies in order that the cafe is able to meet the needs of its customers by: <ul style="list-style-type: none"> ○ Undertaking weekly stock-takes ○ Providing weekly sales and purchasing figures to accounts ○ Putting a supply system in place to ensure stock

	control and efficient stock management in the absence of the cafe manager
Development	With the support of the CEO – plan, implement and evaluate the cafe on a termly basis in order that the cafe: <ul style="list-style-type: none"> • Continues to provide a healthy and varied menu • Is run professionally and profitably • Has procedures in place to facilitate it's efficient running
Financial	Undertake the following financial functions in order to ensure that the cafe is accountable and ultimately self-sustaining: <ul style="list-style-type: none"> • Undertake weekly stock-takes • Liaise closely with the bookkeeper to monitor performance • Check weekly figures to monitor and adjust staffing levels • Ensure that a minimum 60% gross margin achieved and is maintained by reviewing supplier pricing, menu pricing and wastage Fundraising – work with other managers to look for funding for specific projects and/or training opportunities
Business Growth & Development	Increase turnover in order to create a viable and self-sustaining venture that is at the heart of The Bridge <ul style="list-style-type: none"> • Focus on increasing customer numbers • Increase the appeal of the cafe to the wider community and build relationships • Work with Marketing Manager to identify user groups within the community to make use of the cafe in quieter times • Investigate the introduction of higher ticket items to increase turnover • Identify and develop opportunities for funding for community based projects.
Training and Professional Development	<ul style="list-style-type: none"> • Identify & discuss training requirements with CEO • Initiate training programme for staff (where appropriate) with support of external resources • Establish links with external agencies to develop and deliver training to marginalised groups and those seeking to return to the work via a catering qualification.
Other matters	Health & Safety <ul style="list-style-type: none"> • Operate safely within the workplace with regard to the Bridge's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees and service users

	<p>Equalities</p> <ul style="list-style-type: none"> • Work within the Bridge's Equalities and Diversity Policy through personal example, open commitment and clear action, ensuring fair treatment in employment, service delivery and external communications <p>Confidentiality</p> <ul style="list-style-type: none"> • Adhere to the Bridge's policies and procedures on confidentiality and the management and sharing of information; and to work at all times within the established policies and practices of the Bridge
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Person Specification	
1. Amount of experience required	<ul style="list-style-type: none"> • Previous experience of working in the food service industry at a similar level. • Previous Customer care experience essential.
2. Technical skills required	<ul style="list-style-type: none"> • Good understanding of the principles of food hygiene and preparation. • Understanding of health & safety issues and ability to implement procedures to ensure compliance. • Organisational ability – given the variety of kitchen users, the co-ordination of volunteers and staff is required and the unusual layout of the cafe, it is vital that the cafe manager is well organised and can delegate and also perform all the roles within the cafe. • Catering – a love of food, good presentation skills, imaginative menu and specials creation • IT - good command of MS Office esp Word & Excel

	<ul style="list-style-type: none"> • Financial – stock control, budgeting, margin calculations and control, fund-raising
<p>3. Formal qualifications</p>	<ul style="list-style-type: none"> • Foundation Food Hygiene certificate essential (Must be willing to work towards if successful). • Welcome Host Customer Care certificate (or similar) desirable.
<p>4. Personality and Competencies required</p>	<ul style="list-style-type: none"> • The cafe manager should be able to work under their own initiative and have a sense of entrepreneurship about them to build the cafe to a self sustaining and profitable part of TB. • The cooking skills required in this post are relatively basic, so it is important that the cafe manager, although passionate about food and presentation, must be able to lead and develop a team of individuals with varying talents and skills. • Supporting, mentoring and encouraging volunteers to develop new skills and confidence and prepare for the workplace. <p>The post will be subject to CRB checking criteria.</p>