

Job Description

Community Café Manager/Cook (Full Time 1924 Annualised Hours)

Spinal Points 10 to 16

Reports to: Deputy Town Clerk

Main Purpose: To manage and carry out duties within the Community Café including running the kitchen. To deliver the Council's vision for the Café as set out in the Café Business Plan.

General Requirements (this is not intended to be an exhaustive list):

1. Hands on operational responsibility for Café and kitchen
2. Preparing food and barista skills
3. Identifying and managing suppliers
4. Ordering and Stock Control
5. Developing menus to meet the Business Plan requirements
6. Maintaining hygiene and cleansing to the highest standards
7. Managing Café staff and developing rotas
8. Responsible for Electronic Point Of Sale (EPOS) and cash reconciliation
9. Responsible for the financial success of the Cafe
10. Developing the community aspects of Café
11. Maintaining quality standards and setting these by example
12. Engaging with customers
13. Key Holder.

Duties

14. To organise, supervise and deliver the work of the Café in accordance with the Business Plan
15. To deliver menus and run the kitchen that meet the seasonal demand of customers (including hirers of the Community Hall and events in Tower Gardens) and that deliver a surplus to contribute to the community aspects of the building and gardens.
16. To be accountable for managing food allergy controls and providing clear and accurate information to people with food allergies and intolerances.
17. To hire seasonal staff and plan daily working patterns to ensure cover, manage supplies and stock and minimise waste.
18. To train staff on the appropriate use of machinery.
19. To carry out daily checks on kitchen machinery/equipment to ensure that everything is in working order before operating them. Maintaining and updating records as necessary.
20. To prepare food, serve and clear as required (you will be expected to be hands on and lead by example).
21. To identify suitable suppliers and work with the Council's Finance Assistant to ensure that all purchases, stock and waste are properly accounted for.

22. Ensure all kitchen and seating areas are kept clean and tidy.
23. To check and clean toilet facilities serving the café as required.
24. Provide excellent customer service, increase loyalty, engage with the community and work towards gaining dementia/age friendly status.
25. To clean and maintain all equipment and the kitchen and café areas in order to achieve the highest standards for food hygiene.
26. To participate in a Performance, Review and Development meetings and undertake a plan of training where necessary.
27. To undertake any other duties as considered appropriate to the post, which may be assigned by the Town Clerk or Deputy Town Clerk.
28. Due to the nature of this position, the post holder will be required to work evenings, weekends, bank holidays and school holidays as these are the peak café operating times.

All employees will ensure that they;

- Take care of their own safety and that of others including wearing any protective clothing
- Ensure that products, equipment and buildings are not damaged by their actions.
- Comply with health and safety procedures and instructions.
- Do not neglect, misuse, damage anything provided in the interest of health and safety.
- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.
- Undergo any training or instruction to enable them to work competently and safely.

Annualised Working Hours

This is a full-time post working 1924 hours per year. It is expected that a lot more of these hours will be completed during the period Easter to October in accordance with the demand in the cafe. However, you will be paid at an even rate each month throughout the year regardless of the number of hours you work in a particular month, unless you exceed the minimum hours. For example, in August you may need to a lot of hours whilst in February you may only be doing a few hours a week.

Demand may sometimes be weather dependent and working times may be rearranged at short notice (Note you will be responsible for Rotas).

Annual Leave

It is an expectation that annual leave will mostly be taken between October and March to fit in with the demands of the job. Leave outside of this time will need to be agreed well in advance with the Town Clerk or Deputy Town Clerk and may not be approved if the Café cannot operate properly in busy periods.

Person Specification for Community Café Manager

Heading	Essential (you must have these to apply)	Desirable (nice to have but have the aptitude to learn on the job if you do not have them)
Experience	<ul style="list-style-type: none"> • Previous experience of running a café, tearoom or other catering establishment • Cooking and food preparation to high standard • Experience of dealing with food suppliers • Supervising and guiding other staff in a café/food outlet environment 	<ul style="list-style-type: none"> • Previous Profit & Loss responsibility • Cash management • Community Cafe
Skills	<ul style="list-style-type: none"> • Cooking and food preparation trained • Knowledge of Food Allergens and Intolerances • Barista trained/experience • Effective communication both written and verbal with all types of people • Able to work effectively as part of a team whilst leading it • Able to organise the work of others • Current food hygiene certificate • IT skills enough to use EPOS system and produce menus and cost reports 	
Qualities	<ul style="list-style-type: none"> • Taking pride in your work and setting high standards 	

	<ul style="list-style-type: none"> • Reliable, dependable and trustworthy • Social skills • Flexible to the demands of the job including the willingness to work when required to get the job done • Self-motivated • Sympathetic to others and able to behave sensitively. • Willingness to learn and undertake training 	
Other	<ul style="list-style-type: none"> • Ability to carry out physical tasks including moving tables and chairs, kitchen equipment (for cleaning) and to move and rotate stock. • Able to follow instructions and follow procedures • Willingness to wear protective clothing or uniform as required 	