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| **Job title** | **Café** **Manager (CM)** |
| **Based at** | **Chicksands** |
| **Position reports to** | **CESSAC Director of Operations (DOps)** |
| **Job purpose summary** | The Café Manager role is to manage the café successfully, ensuring customers’ expectations of food, beverage, product availability and customer service are met and the unit operates to its full potential. |
| **Key responsibilities**   1. Managing the ‘day to day’ operational running of the café to ensure it is delivering the service required by CESSAC beneficiaries. Some baking and cooking are expected. 2. Line managing the staff that work at the café and dealing with appropriate issues, including monitoring of holidays, sickness, producing the weekly rota and completing monthly time sheets for payroll. 3. Advertising new vacancies within the agreed guidelines, as well as interviewing and recruiting new staff members, ensuring they represent the values of the charity and are fully trained in all relevant policy & procedures. 4. Maintaining the security of the café at all times, ensuring all cash and stock are safeguarded. 5. Comply with CESSAC and site policies, procedures and statutory regulations including health and safety, food hygiene, cleanliness and Control of Substances Harmful to Health (COSHH). 6. Ensure all required products have allergen labelling in line with ‘Natasha’s Law’. 7. Actively monitor the building maintenance and repairs and ensure they are dealt with in accordance with the lease. 8. Managing the stock levels to minimise stock loss/wastage, but still ensuring the café operates to its full potential. 9. Ensuring the café and back of house is clean, neat and tidy at all times and is compliant with environmental health requirements. 10. Maintaining the required Sales, Purchases and Stock records, ensuring the correct governance is in place around all supplier payments and cash transactions. 11. Ensuring that all appropriate administrative tasks are completed within the agreed timeframe. These include, but are not limited to: completing weekly takings sheets; banking and cash checks; provision of suppliers’ invoices and staff timesheets to Head Office for monthly settlement and pay run. 12. Monitoring the Retail Selling Prices, Cost Prices and Portion Control to ensure the charity is achieving the required margin. 13. Reviewing the café menu as the seasons change, proposing suggestions to the line manager with the recommended Retail Selling Price. 14. Building relationships with key personnel at the military base. | |

**Knowledge, Skills and Experience**

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| **Education/Qualifications** | **Essential / Desirable** |
| Good Standard of Education to at least GCSE level in numeracy and literacy. | Essential |
| UK Driving Licence. | Essential |
| Level 2 Food Hygiene Certificate (If not held, training must be successfully completed during probationary period). | Essential |
| **Experience** |  |
| Experience of managing a team. | Desirable |
| Experience of working in a customer focused environment. E.g. Retail/Catering/Hospitality. | Essential |
| Experience of managing stock and cash. | Essential |
| Knowledge of Electronic Point Of Sale (EPOS) systems. | Desirable |
| **Skills and Abilities** |  |
| People management/motivational skills. | Desirable |
| Ability to use industry standard IT systems (e.g. Microsoft Office, Email, Internet, etc). | Essential |
| Excellent customer service skills. | Essential |
| Self Starter able to work on own initiative. | Essential |
| Good organisational & time management skills. | Essential |
| Excellent communication skills in the English language. | Essential |
| **Other** |  |
| HMG Baseline Personnel Security (verification of identity, nationality, immigration status, employment history and unspent convictions). Three references from individuals of standing will be required. | Essential |
| Willingness to undertake training and continuing professional development. | Desirable |
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