

JOB DESCRIPTION

Café Manager

Salary: Competitive salary, negotiable based on experience

Background

To be responsible for ensuring the effective operation of the Café including supervising staff, stock management, preparing high quality products and customer care.

Location

This role will primarily be based at the Heaton Mount site in Bradford, with travelling to other Greensville Trust sites and external venues as and when necessary.

Principal Responsibilities

- Key holder responsibilities including opening up and closing down and ensuring the café is secure at all times. Setting up and closing down the café each day.
- Report on a weekly basis, or as otherwise agreed, to the Site Manager on all relevant issues or general concerns.
- Attending team, front of house and staff meetings as appropriate.
- Willingness to attend training as appropriate, including Basic Food Hygiene and Health & Safety training and refresher training as appropriate.
- Barista training to be on going, including the development of team members and refresher training as products develop, to the chosen Coffee suppliers Barista standards.
- The café supervisor oversees the front of house and kitchen assistants, and acts as the coordinator with the kitchen.
- Manage staff rotas, hours, holidays and wage sheets.
- Cash handling, float management and till reconciliation daily. Staff training on till operations, and implementing till and pricing update.. Prompt and accurate cashing up at the end of the day, and transfer of money into safe.
- To assist with the ordering and storage of food, beverages and cleaning products liaising with the Site Manager on any additional stock changes or requirements.
- Stock take as required. Maintain adequate stock levels of snacks, drinks, crockery and disposables.
- Immediately inform your line manager of any financial issues that arise whilst working. Ensure all relevant staff adhere to current financial policies.
- Be responsible for the smooth running of the café during events. This will include catering, hosting and late night opening and working with the events Team.
- To be professional, polite and well-presented whilst providing and maintaining excellent customer care at all times.
- Ensure that the coffee shop is sufficiently stocked to meet demand: stock awaiting sale is kept at optimum condition and wastage is minimised and recorded.
- Ensure the coffee machines are in good working order and maintained on a regular basis.
- Ensure compliance of the coffee providers marketing and drinks preparation guidelines and ensure all items such as sugar, milk and spoons/stirrers are always available.

- Maintain a clean and tidy shop/cafe area. Including clearing of tables, floors and waste areas.
- Assist the Site Manager with the effective promotion and advertising of shop services activities and products, completing all required paperwork.
- Ensure the daily and weekly cleaning schedules are completed to a high standard.
- Assist the Catering Manager in achieving the daily sales targets.
- Supervise deliveries, including the checking of delivery notes and verification of delivered goods. Notify Site Manager of any price rises that are notified with the delivery of goods.
- To undertake any other duties and responsibilities required at any time commensurate with the grade of the post.

Qualities of the ideal candidate

This is an excellent role for an experienced barista with the following qualities:

- Good level of numeracy in order to carry out cash handling duties and bookwork.
- Good level of literacy in order to carry out bookwork, place orders, stock control and other clerical duties in connection with the post.
- Knowledge of Food Hygiene, Health and Safety regulations and their application in a café / kitchen.
- Barista trained
- Must be alert and able to react in case of emergency.
- A sense of responsibility to the café ethos and to that of the organisation
- Ability to be diplomatic, approachable and sensitive to the needs of others
- Knowledge of good customer care practice and experience of working in a customer focused environment
- Ability to communicate face to face, by telephone and in writing
- Able to train, guide and lead other staff members
- Experience of supervising staff
- To be committed and sensitive to ensuring equality of opportunity in service provision and employment practices
- Willingness to comply with the organisations policies
- Must be flexible to meet the needs of the service.
- Willingness to attend training courses relevant to your position.
- Willingness to work outside of normal working hours as required, to support hospitality events.

How To Apply

To apply for this role, please send your current CV along with a covering letter detailing skills and experience in relation to the job description in no more than 1200 words, to: jobs@greensvilletrust.org.