

Café Manager

£18200-19200 per annum, pro rata

The logo for 'reach' is located in the top right corner of the page. It consists of the word 'reach' in a lowercase, sans-serif font, positioned to the right of a vertical red bar.

Reach Café, Balderton Field, Newark

Full time, variable (seasonal opening hours)
including weekend and Bank Holiday working
(closed 2 weeks over Christmas period)

Subject to suitable references and enhanced DBS check

Starting date May 7th 2019

Job Purpose:

To be responsible for the start-up and ultimately profitable day-to-day running of a community café, welcoming customers from the local Balderton area, volunteers, adults with learning disabilities, Reach staff and families. Offer popular and healthy choices, combined with value for money. Lead the staff team.

Provide a safe and social space for people with learning disabilities to enjoy a good life in the community

Support the growth of the long-term charitable aims of Reach Learning Disability, working alongside colleagues to utilise catering expertise and the location to promote its success.

Reporting to Operations Director, Reach Learning Disability

Key Responsibilities:

Café Operations

Opening/closing up, keys/security alarm control

Till and cash reconciliation, at least twice daily

Staff rota, timesheets, delegation, recruitment, training, supervision, welfare, first aid, risk assessments, maintain accident book and reporting

Stock ordering and management, minimising waste

Seasonal Menu planning, price setting and publishing

Compliance with all Environmental Health and Fire regulations, food and premises hygiene

Food/Drink presentation, preparation and service

Customer service/ratings reviews response/social media posting

Equipment cleaning and maintenance scheduling

Completion of documentation, temperature records, cleaning schedules

Groups, event and catering planning, delivery

Bank deposits and till float management

Key relationships

- Develop a collaborative and mutually supportive relationship with your deputy, the **Café Supervisor**, especially to share the opening hours to support work-life balance across weekend and Bank Holidays
- Establish an open and positive relationship with **customers**, getting to know your regulars, asking for feedback and seeking out new customers and groups within the community. Grow the sales potential and frequency of visitors
- Maintain a positive and open line of communication at all times with the **Balderton Parish Council team**, as landlords, neighbours and supporters of the café.
- Achieve positive and supportive professional relationships with **suppliers, Environmental health, waste and pest control officers**

- Identify and support **volunteers** who can work in the café, some with clients, providing clear instruction and supervision.
- Work collaboratively with the **Reach Centre Managers and Reach Care Managers** to involve clients where appropriate in volunteering or employment within the cafe
- Liaise with **Customer Services Co-ordinator** at Flower Pod to access flower orders for the community to sell in the café, to decorate the café, and to utilize the café as an ordering and pick-up point for the Balderton community
- Support **Reach Fundraising Team** to identify and develop case studies of achievement, deliver funded projects and provide evidence of impact.
- Liaise with **Reach Events Team** to provide support for any local fundraising events.
- Support the wellbeing of **Reach Café Staff Team** to deliver 'beyond expectation' service
- Develop a positive relationship with **Head Office support staff** and seek their help to support your workload

Promotions

- Build a contact list of people who want to hear what's new
- Maintain regular, appropriate social media presence/ profile.
- Promote the charity by displaying posters, table talkers and leaflets, occasionally selling tickets
- Support events such as summer fayre, Christmas market, park run, lakeside walks and workshops
- Put on daytime interest talks or activities, and support community initiatives, where appropriate
- Offer bundles to increase average spend
- Maintain customer interest in the menu through specials board and signature dishes

Administration/Measurement/Reporting/budgets

- Report against targets and planned activities as set by Operations Director.
- Maintain documentation in relation to hygiene, health and safety, day-to-day operations
- Monitor attendance, performance and turnover of staff
- Report on wastage and cash reconciliation variances
- Feed in to quarterly management report for Trustees
- Meet with Operations Director weekly, communicate daily

Personal Attributes:

- Commitment to customer service and value, coupled with commercial acumen
- An understanding of the role that social enterprise plays in bringing people in communities together
- Interest in working directly alongside people with learning disabilities
- Confidence to lead a team, good judgement, makes decisions on evidence
- Drive, energy and enthusiasm, positive, resilient, adaptable
- Calm and clear thinking under pressure, well-organised team player
- Commitment to achieving extraordinary outcomes, beyond expectation
- Happy to provide flexible working hours, including Saturdays, Sundays and Bank Holidays
- Ambition to develop and expand role and responsibilities
- Role model to other staff, good timekeeper, reliable attendance
- An understanding of the barriers people with learning disabilities face
- Creative, innovative approaches to problem solving, willingness to try new things

Café Team leader/Manager Reach Café Balderton Field PERSON SPECIFICATION

REQUIREMENTS	
Essential	Desirable
<p>Demonstrates (through knowledge, skill and experience) outstanding commitment to excellent hygiene and presentation, including premises, equipment, food and personal hygiene.</p> <p>Up to date experience and training in Food Safety Management Procedures</p>	<p>Evidence of qualifications and delivery of training to others in hygiene requirements for a catering environment.</p> <p>Evidence of managing situations where 5*standards have not been met</p>
<p>Is able to communicate well verbally, via email and text, place online and phone orders, maintain written records, set prices, produce menus, count stock, create simple spreadsheets and maintain timesheets</p>	<p>Ability to use online, EPOS till and ordering system,</p> <p>Experience of Outlook, Microsoft 365, Sharepoint, Excel</p>
<p>Has experience of managing Health, First Aid and Safety in the workplace.</p> <p>Can demonstrate experience of record-keeping procedures for managing traceability of goods supplied</p>	<p>Experience of risk assessing</p> <p>Working knowledge of COSHH, IOSH / NEBOSH</p> <p>Qualification at NVQ 3 Hospitality Supervision and Leadership or equivalent</p>
<p>Can prepare and implement a staff rota system to ensure cost-effective staff: customer ratios</p>	<p>Has experience of electronic rota systems, such as When I work</p>
<p>Can demonstrate good working practice as part of a small team, delegation and supervision, handling pressure, liaising with the local community</p>	<p>Evidence team leader, trainer, coordinator, support or mentoring responsibilities.</p> <p>Experience of working with fundraising, events departments</p>
<p>Has an understanding of the importance of confidentiality</p>	<p>Experience of managing data confidentially in relation to service users and colleagues</p> <p>Evidence of respecting rights, privacy and dignity of others</p>
<p>Has experience of being front of house, customer service and preparing/cooking simple meals</p>	<p>Experience of lone working, multi-tasking catering environment</p> <p>Has experience of working with vulnerable people, those at risk or in social care setting. Understands diversity and inclusion</p> <p>Experience of working with people with Learning Disabilities</p> <p>Knowledge of Signs and Symbols / Makaton</p>

Has references to confirm trust and experience in the handling of cash, card and banking, end-of-day procedures and reporting	Maintaining electronic till system
Can drive, has current driving licence and own car	Clean driving licence