

Community Cafe Manager

Details

Accountable To:	Community Projects Manager
Based at:	The Baker's Café, 16 Emlyn Square, Swindon, SN1 5BN
Pay:	£18,500 - £20,000, dependent on experience
Hours:	30 hours per week, Wednesday to Saturday (with one Saturday off per month)
Contract:	Permanent, subject to 3 month probationary period

Key Deliverables

- Ensure the Café opens for the advertised hours is run efficiently, safely and securely
- Ensure a high level of customer service and food and drink standards
- Manage, train and support our team of cafe volunteers
- Ensure our Environmental Health practice and procedures are kept to a high standard

Role Profile

Ensure the Bakers Café opens for the shift's advertised hours and is run efficiently, safely and securely

- Oversee the day-to-day operation of the cafe and ensure systems are working efficiently.
- Comply with all policies and procedures to ensure the security of the Café and its assets, including the Insurance policy, Cash Handling, and data protection policy.
- Be responsible for Health and Safety, including understanding and mitigating risks and completing the Accident Book as required.

Ensure a high level of customer service and food and drink standards

- Preparation of food and drink, fulfilling kitchen roles when needed.
- Ensuring that food and drink is served to a high standard, and priced correctly.
- Ensuring that the highest standard of customer service is delivered.

Manage, train and support our team of cafe volunteers

- Training and supporting volunteers so that they are able to fulfil and are happy in their role.
- Ensure all staff and volunteers are aware of their responsibilities and working in a safe way.
- In the event that staff or volunteers are unavailable for all or part of their shift, arrange cover of their role to ensure the continued operation of the Café.

Ensure our Environmental Health practice and procedures are kept to a high standard

- Ensure all Environmental Health procedures are followed and paperwork is effectively completed and filed so that it can be retrieved for any inspections.

Requirements of the postholder

Essential	Desirable
An interest in and passion for community work and supporting people's learning and development.	Experience of working in a cafe, catering or customer service environment.
A passion for good food & drink and excellent customer experience.	Experience of supporting, training and managing people.
A friendly, supportive and approachable personality, with the ability to make people (volunteers and customers) feel valued and appreciated.	Experience of supporting, training and managing volunteers.
Good understanding of kitchens, food hygiene and cooking.	Excellent cooking skills.
Ability to work with, train and support people of varying abilities and backgrounds.	An interest in heritage and regeneration.
Ability to manage well under pressure and juggle multiple tasks calmly and safely.	Flexibility and an interest in developing in the role and taking on further hours and responsibility to suit the businesses needs.
Ability to respond quickly to issues and to resolve problems.	
Experience of coordinating projects and teams.	
Good communication, numerical and time management skills.	
Keen to develop themselves and learn new skills in order to fulfill the role.	
Ability to follow instructions in order to ensure a safe, secure and enjoyable working environment and an excellent customer experience.	