

Job Description & Person Specification

Café Manager

Full-Time – 40 hours a week

Salary - £15,000 - £24,000 pa depending on experience



Job Description

The café manager is responsible for the day-to-day running of the café and will guarantee the highest standards of hygiene, safety and customer service. You will be accountable for the daily operations of the café including motivating staff to provide excellent customer service and ensuring all tasks completed and finished to a high standard.

Key Responsibilities

- Taking full responsibility for the effective operation of the café, including cleanliness of customer areas and restocking.
- With the Directors, reviewing the sales performance regularly, agreeing targets for improvements and identifying strategies for retaining and attracting new customers and building sales and profitability.
- Reviewing the menu in collaboration with the Directors including the setting of price margins, trialling and promotion of new products.
- Ensuring that all café staff are fully briefed about menus, offers and other operational information.
- Working with the Play centre manager to contribute to the growth and effective delivery of parties.
- Working with the play centre manager and director to monitor all maintenance issues.
- Promoting and practicing relevant health & safety, food hygiene and fire safety standards.
- Ensuring that accurate cashing up and cleaning procedures are carried out at the end of each night.
- Ordering supplies and ensuring the full availability of the menu at all times.
- Maintaining effective stock control, storage and rotation.
- Monitoring sales and stocks on an ongoing basis including monthly stock checks.
- Providing leadership to café staff, ensuring they are motivated and operate to the high service standards expected.
- Setting a high standard of cleanliness including scheduling a regular deep clean.
- Maintaining a clear customer focus.

- Ensuring compliance with all organisational policies and procedures.
- Controlling and managing of enquiries, complaints and emergencies including administering First Aid as required.

Person Specification

The café manager role requires a variety of skills, experience, knowledge and behaviours. These competencies will be assessed by application form and interview.

Essential	Desirable
Skills:	
<ul style="list-style-type: none"> • Barista Trained • Excellent management and organisational skills • The ability to work quickly while remaining welcoming and friendly to customers • The ability to spot issues and opportunities • The ability to lead by example • The ability to supervise, motivate, train and develop staff • Excellent communication skills between customers, team members and directors 	
Knowledge:	
<ul style="list-style-type: none"> • Qualification in hospitality/catering • Up to date First Aid at Work qualification • Knowledge of Health & Safety and Food Hygiene legislation • Solid business understanding and awareness 	
Experience:	
<ul style="list-style-type: none"> • Previous supervisory/management experience in hospitality/catering • Experience of achieving results and making a positive difference to customer experience • Experience of managing a departmental budget, stock and cost control including price margins 	<ul style="list-style-type: none"> • Record in generating revenue and business development
Behaviours:	
<ul style="list-style-type: none"> • An individual with a 'can do' positive attitude and approach • Demonstrate trust, openness and respect in dealing with staff and members of the public • Flexible approach to tasks and 	<ul style="list-style-type: none"> • An appreciation and understanding of what Bijou wants to achieve • Commitment to the hospitality culture

workloads	
Other:	
<ul style="list-style-type: none">• Willingness to work unsociable hours, including weekends	

Please note, successful candidates are required to provide a full 5 year works history and will be subject to a satisfactory DBS check.

How to apply:

Please complete the following application form and send to **saffron@bossemploymentgroup.co.uk**