



Job Title: Community Café Development Manager (x6 months, self employed)

Location: OPEN, 19 Grand Parade, St Leonards-on-Sea

Hours: Thursday, Friday, Saturday: 8hrs per day (Flexible hours, including occasional evenings)

Salary: £10 per hr

Reports to: Project Director

PURPOSE OF JOB

The success of the Creative Café & Gallery is dependent on the effectiveness of the manager. The post holder will be fully responsible for the day to day operation of OPEN Creative Café & Gallery.

You will:

1. Manage and supervise the operation of a mid-week community café run by volunteer staff. Creating a welcoming environment for all, the café will provide affordable and quality offer for the local community and groups using the venue.
2. Establish and develop a series of refugee/migrant-led initiatives to build awareness and contribute to positive well-being within the community, both through the work in the café and the gallery space, along with running extra training, courses, projects and developing partnerships with local services.
3. In collaboration with the Project Director when and where required, provide café administrative support, key-holding assistance and supervision of volunteers to ensure suitable development opportunity and satisfaction in their role.



KEY RESPONSIBILITIES

DAILY MANAGEMENT OF THE CAFE

Volunteers:

- Co-ordinate café volunteers to ensure that the café is adequately staffed
- Manage café training, supervision and support to café volunteers
- Ensure volunteers are working to the volunteer agreement as set by the Creative Café Management Committee
- Oversee the bookings diary and ensure a responsible key holder is in the building at all times when the venue is being used by volunteers.

Customer service:

- Ensure a professional level of customer service is delivered by all café volunteer at all times
- Prepare hot and cold drinks to order in a timely manner and to a high standard
- Develop and manage relationships with customers, volunteers and suppliers
- Deal with customer queries in a courteous and timely fashion.

Health and Safety:

- Adhere fully to CookSafe guidelines using HACCP (Hazard Analysis and Critical Control Points) based procedures according to most recent government regulations
- Implement, update and manage CookSafe guidelines for OPEN Creative Café in line with existing policies ensuring healthy and safe preparation, storage, cooking and serving of food and drink from the café



- Set up and oversee volunteer signing in and out sheets for volunteers and visitors
- Set up and ensure the venue complies with insurance venue insurance.

Food Management:

Organise and manage the purchasing of café supplies to enable the cafe to meet the needs of its customers by:

- Undertaking weekly stock-takes
- Providing weekly sales and purchasing figures to the Project Director
- Putting a supply system in place to ensure stock control and efficient stock management.

Training, Business Growth and Development:

Marketing and Promotion

- Increase turnover in order to create a viable and self-sustaining business
- Increase customer numbers by marketing and promoting the café in close consultation with volunteers and the Project Director
- Increase the appeal of the café to the wider community and build community relationships
- Contribute to the ongoing development of the café and the promotion of a healthy eating lifestyle
- Work alongside the Project Director to look creatively at the centre as a whole, using the café as a way of consulting with its users to find out what other services they would like to see provided by the centre and how we can best market its services to the wider community.



Training and Professional Development:

- In conjunction with the Project Director, identify training requirements for volunteers and cooking courses to be run for a wide range of individuals within the community
- Run pre-agreed cooking courses in the centre for a wide range of individuals, ensuring that pre-agreed outcomes are met
- Provide ongoing individual training support for café volunteers and provide new volunteers with a café induction and training session prior to starting volunteering in the centre café
- Ensure all café volunteers have relevant food hygiene certification according to the CookSafe guidelines and are appropriately trained to carry out the role asked of them.

Café Development:

With the support of the Project Director, plan, implement and evaluate the café on a regular basis in order that the cafe:

- Continue to provide pastries and drinks from the various communities who use it
- Is run professionally and profitably
- Has procedures in place to facilitate its efficient running
- Expands and develops according to the needs of the centre and its users.

Financial:

Undertake the following financial functions in order to ensure that the cafe is accountable and ultimately self-sustaining:

- Undertake weekly stock-takes
- Record all income and outgoings on relevant cash sheets



- Liaise closely with the Project Director to monitor performance
- Ensure that financial sustainability is achieved and maintained by reviewing supplier pricing, menu pricing and wastage.

Other Duties:

- To work within The Hastings & Rother Refugee Buddy Project Equality and Diversity Policy through personal example, commitment and action, ensuring fair treatment in employment, service delivery and external communications
- To adhere to The Hastings & Rother Refugee Buddy Project policy and procedure on confidentiality and the management and sharing of information: and to work at all times within the established policies and practices of The Buddy Project
- To co-operate with requests from The Buddy Project
- To take up arrangements for support and supervision and participate in all relevant internal meetings
- To undertake other reasonable duties as requested, which may not be specified within the job description
- To work in close liaison with the Project Director and to open up and be responsible for the safe running of the centre in the absence of Project Director.

This job description is not exhaustive and is liable to review following discussion with the job holder.



PERSON SPECIFICATION

The successful development of the Café will depend to a large extent on the imagination, initiative and energy of the Café Manager. A combination of flexibility, enthusiasm, innovation and sound organisational skills is essential.

Essential:

- Ability to lead a team with varying talents and skills and work on own initiative
- A positive and flexible approach to work and the ability to remain calm under pressure
- Energy and vision to see tasks through to successful completion
- Experience and an understanding of the issues faced by newly arriving refugee and migrant communities.

Desirable:

- Supporting, mentoring and encouraging volunteers to develop new skills and confidence and prepare for the workplace
- Experience of leading and running cooking courses with a variety of individuals or groups.

Experience:

Essential:

- Previous experience of working in the food service industry at a similar level
- Experience of supervising volunteers
- Previous customer care experience



- Proven cooking skills and knowledge of food
- Proven interpersonal skills - able to develop good work relationships, enjoy meeting and working with people at all levels and from diverse walks of life
- Supervisory experience in a commercial catering environment, including counter service/front of house and food preparation.

Desirable:

- Proven management and organisational skills, with thoroughness and attention to detail
- Proven leadership and ability to work on own initiative without supervision.

Skills:

Essential:

- Good understanding of the principles of food hygiene and preparation
- Good understanding of health and safety issues and ability to implement procedures to ensure compliance
- IT - good command of MS Office especially Word & Excel
- Financial - stock control and budgeting.

Desirable:

- Basic food preparation skills
- Strong interest in, or knowledge of, special dietary requirements and wholesome food
- Catering - a love of food, good presentation skills, imaginative menu and daily specials creation.



Formal qualifications:

Desirable:

- English and Maths GCSE (or equivalent) Grade C or above
- Level 3 Food Hygiene certificate essential (must be willing to work towards if successful).