Job Description - Café Manager

Job Title: Galleries Cafe Manager
Location: Gallerie Shop, Freshford, Bath, BA2 7UR
Reports to: Chairman of Gallerie Management Committee
Scope: This job relates primarily to the management of the Galleries Café. However, the post holder will be expected to contribute flexibly to the successful management of the retail business as café duties permit, being available to understudy the Shop Manager as necessary to meet the current opening hours of the Shop.

PURPOSE OF JOB
To manage the Café and optimise profit, whilst remaining consistent with its green ethos and community focus. To collaborate with the Shop Manager, providing administrative and general support, outside busy periods and perform certain management duties in her absence.

WORKING HOURS
37.5 hours per week. The Job Holder will be expected to work flexibly within the opening hours of the shop, including weekends and bank holidays.

REMUNERATION
Salary: £17,000 to £19,500 per annum depending on experience

KEY ACCOUNTABILITIES FOR THE CAFÉ ADMINISTRATION

- To work in close liaison with the Shop Manager
- To develop and manage relationships with customers, staff and suppliers.
- To train and manage café staff.
- To manage all aspects of the daily running of the Café including some food preparation, restocking and delivery of goods to the café in liaison with the Shop Manager, ensuring its smooth running and proper administration.
- Provide reports on request and liaise with the accountant as necessary, including contributing to the preparation of the annual tax return for the Café and maintenance of the appropriate records, reports and annual returns.
- Prepare information for the payroll to pass to the Payroll administrator.
- To contribute to the successful implementation of new cafe developments

KEY ACCOUNTABILITIES FOR THE SHOP ADMINISTRATION

- To be responsible to the Shop Manager for specified administrative functions in connection with stock management, ordering and receiving product deliveries and helping with the smooth running of the online volunteer rota.
- To learn all aspects of the EPOS till and be able to fill the Manager’s role during Manager’s absence.
• Assist in the ordering and stock management processes to maintain EPOS stock levels and to help with periodic stock take.
• Contribute to the efficient running the office including filing and management of the SAGE files as required by the Accountant.
• Deal with telephone/ email queries promptly and concisely, answering customer queries in a courteous and timely fashion.
• To acquaint himself/herself with current regulations relating to Health and Safety at Work, Food Handling and Hygiene Regulations, Fire Fighting equipment and precautions, restrictions on the Sale of Alcohol, medicines and drugs, certain age-restricted products, and relevant parts of the Shops’ Acts.
• The Management Committee reserves the right to change or update the Job Description from time to time in agreement with the Post Holder.

KNOWLEDGE AND SKILLS REQUIRED
• Proven management and organisational skills - with thoroughness and attention to detail.
• Proven leadership and ability to work on own initiative without supervision.
• Proven cooking skills and knowledge of food
• Food Hygiene or Food Handling Certificate is required (Assistance in achieving this will be made available)
• Proven interpersonal skills - able to develop good work relationships, enjoy meeting and working with people at all levels and from diverse walks of life.
• Computer literate with word processing, database, spreadsheet and Internet research
• A working knowledge of budgets and budgetary control.
• Energy and persistence to see tasks through to successful completion and able to work additional hours when necessary.
• A working knowledge of Health and Safety requirements.
• A pleasant personality with a sense of humour and the ability to establish a rapport with a wide cross section of society

NATURE AND SCOPE
The success of the Shop and Cafe is dependent on the effectiveness of the management. The whole operation must present a friendly and welcoming environment in which customers and volunteers alike feel comfortable, enjoying excellent service. While receiving guidance from the Chairman and Management Committee, the successful development of the Café will depend to a large extent on the imagination, initiative and energy of the Manager. A combination of flexibility, enthusiasm, innovation and sound organisational skills is essential.

This job description is not exhaustive and is liable to review following discussion with the job holder. As café duties permit, the post holder will be expected to undertake other tasks associated with overall management of the Galleries business as directed by the Chairman.

OTHER INFORMATION
All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in Cafe’s business, as well as any visitors.

All employees have a duty to comply with the UK’s Equal Opportunities Policy in their contacts with other staff, customers and visitors.

The Post Holder will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the Data Protection Act.