

Galleries Shop & Café
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Weekend Café Manager – Job Description

Job Title: Weekend Café Manager
Location Galleries Shop & Café, Freshford, Bath BA2 7UR
Responsible To: Shop manager

Overview

The Galleries Shop and Café is a not for profit, community led enterprise. Any surplus remaining, after expenses, is used by the Freshford and Limpley Stoke Community Association or FLISCA, a registered charity, to help fund community projects. There are four paid staff, ably assisted by a volunteer 'workforce' who help out on a rota basis. The recently enlarged café has much improved facilities and we would now like to keep it open on weekend lunchtimes and afternoons when it will be the most popular.

The appointee will be expected to assist as well as stand in for the café manager and the post requires the ability to work an "Espresso-style" coffee machine and to prepare food, as well as serving food and drink to customers and operating the till. He/she will be required to work a flexible timetable which will include weekend working, as well as providing holiday cover for other café staff. He/she needs to be able to work closely with volunteers and other colleagues.

The success of the Café is dependent on the effectiveness of the management, staff and volunteers. The whole operation must present a friendly and welcoming environment in which customers and volunteers alike feel comfortable, enjoying exemplary service. The enterprise is owned by the community, i.e. the customers, whose wishes and comments are important to us. There will be scope not only for hard work, but for creativity – for new ideas and the organisation of special events.

Remuneration

The post is initially for 20 hours per week, worked flexibly within the café's operating hours, including weekends, at a rate around £8.00 an hour, depending on experience. Operating hours are 8.30 am to 5 pm on weekdays, with shorter days on weekends. There is an entitlement to four weeks holiday.

Knowledge and skills required

- Thoroughness and attention to detail
- Ability to manage others
- Strong commitment to customer service and high quality standards
- Ability and confidence to work on own initiative and with other staff and volunteers
- Proven food preparation skills.
- Proven ability to operate a sophisticated coffee machine

- Numeracy and ability to operate an electronic till
- A working knowledge of the Food Standards Agency guidelines and Health and Safety requirements
- Awareness of alcohol licensing restrictions
- Good interpersonal skills, a sense of humour and a pleasant demeanour
- Willingness to work additional hours when necessary
- A current clean driving licence is advantageous
- This job description is not exhaustive and may be reviewed by the Galleries Management Group following discussion with the post holder.

Other Information

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

The post holder will have a duty to maintain appropriate customer confidentiality and will be expected to comply with the Data Protection Act.

A willingness to undertake further and appropriate training is required.