

CAFÉ MANAGER/COOK JOB DESCRIPTION

Job Title:	Café Manager/Cook	Based:	Café, An Crùbh
Reports to:	Business Development Manager	Hours:	Annualised hours, averaging 37.5 hours a week, with evening and weekend work and seasonal differences.
Salary:	£21,450	Contract:	Permanent, with annual review of hours and salary
Bonus	An Crùbh intends to introduce a performance-related bonus scheme	Holiday entitlement	28 days per annum

Background

An Crùbh is a community hub which was completed at the end of 2016. An Crùbh is owned by Camuscross & Duisdale Initiative (CDI), a company limited by guarantee with charitable status. The building will have a licensed shop and PO, a licensed café, a gathering hall, small meeting room, toilets and showers. A Business Development Manager has recently been appointed, who will take up post in mid February. The shop with Post Office and café will be run by a wholly owned trading subsidiary of CDI. A contract has been signed with the Post Office to move the post office and mail handling operations from the current location in Duisdale. The part of An Crùbh containing the hall and the meeting room will be run by CDI. It is intended that An Crubh will employ a minimum of 7 FTE employees and will open on 23rd March 2017.

Overall Purpose of the Job

- Develop and implement the vision of a financially successful licensed café that operates to a high standard, promoting local products, building its customer base and contributing to the aim that the café and An Crùbh as a whole is financially self-sustaining by Year 4
- Lead a small team of staff in the kitchen, be responsible for preparing well-cooked and presented food on time and to budget, supported by an efficient, friendly front of house staff to ensure a high standard of service for customers.
- Be responsible for maximising café profit and ensure that efficient systems are in place to control cost of supplies and waste is minimised in line with budget.
- Work closely with other An Crùbh Managers to monitor, report, and to identify and develop business opportunities and synergies between the shop, café, hall.

Line Management & Performance-related Bonus Scheme

- There will be a review of performance at 6 months
- The role will be line managed by the Business Development Manager who will conduct regular appraisals
- An Crùbh Ltd intends to implement a performance-related bonus scheme, which will be linked to achievement of targets

Annualised hours

The intended core opening hours of the café is 11am - 5pm, 7 days a week during the summer season April-Oct. Winter opening Thursday-Sunday 10.00am-3.00pm, closed Monday to Wednesday but with flexibility to be extended based on customer demand and staff availability. In addition there is an opportunity to be involved in evening and weekend work for special events such as weddings, conferences and themed evenings throughout the year, depending on the skills, ambition or availability of the appointed person. The opening hours of the café will be monitored and reviewed at the end of Year 1.

Main Tasks and Responsibilities

Core duties

- Run a highly organised kitchen, supported by the kitchen staff, be responsible for preparing well-cooked and presented food for the daily café menu agreed by the Trading Subsidiary.
- Manage the kitchen and café to run efficiently and calmly.
- Manage front of house staff to provide an excellent standard of service for customers.

Personnel and Training

- Be responsible for managing all kitchen and front of house staff, ensuring new staff are inducted, trained and receive regular appraisals and support as required.
- Responsible for the daily management of the kitchen and front of house team, including staff rotas to ensure staff are available to cover agreed hours of opening and required manning levels.
- Identify and liaise with the Business Development Manager to cost and organise staff training,
- Work with the Business Development Manager to recruit new staff
- Lead and develop the staff team, encouraging effective communication, setting objectives, initiating work plans, helping to foster a positive team spirit and retain staff.

Maximising Café Profit

- Be responsible and accountable for maximising café profit by achieving budgeted income, and targets set by the Business Development Manager and Trading Subsidiary.
- Maintain effective café supplies management, keeping wastage to a minimum.
- Work with the Business Development Manager and Shop & PO Manager in developing and running events and schemes to promote the shop, the café and hall facilities.
- Contribute to a review of café operations by the Trading Subsidiary at the end of Year 1 and contribute to the further development of menus and income generation ideas for Year 2 onwards

Additional Opportunity for Catering for Special Events

- In addition to the core job of delivering the daily menu in the café, if you have the required skills and ambition, the Café Manager & Cook has the opportunity to be involved in developing, costing and delivering menus for clients for special events such as weddings, conferences and meetings to fit their requirements and budgets, and to develop other ideas for additional income generation such as themed evenings.
- This work would be developed in discussion with the Business Development Manager and the Trading Subsidiary and would be remunerated in addition to the core job.

Administration

- Develop and maintain a list of suppliers, using and promoting local suppliers wherever possible
- Order all stock, negotiating the most favourable terms i.e. best price and delivery arrangements
- Arrange deliveries and collection, timely payment of suppliers and keep accurate stock records.
- Attend and provide effective reporting and contribution to the weekly meetings of An Crùbh Management Team, with the Business Development Manager and Shop & PO Manager

Customer Service

- Provide excellent customer care through quality of service, dealing with any complaints
- Monitor customer requests regarding new or different products or services and collate to contribute to the Year 1 review.

Premises Management

- Ensure the kitchen kept to high standards of cleanliness and organisation and the café is well-presented and welcoming.
- Ensure daily cleaning and food hygiene schedules and documentation are carried out.
- Ensure all café and kitchen equipment and furniture is regularly monitored and kept in good working order, informing the Business Development Manager of necessary repairs.
- When required, act as main key holder for the main entrance and delegate key holding to other staff in accordance with agreed security protocols for An Crùbh
- Ensure the security of the café takings.
- Ensure security, fire, health and safety procedures are understood and implemented by all staff

The law, policies and protocols

- Ensure that the running of the café complies with all legal obligations and follows An Crùbh protocols and policies including: serving alcohol, equal opportunities, fire, health and safety, hygiene, confidentiality and data protection.

Miscellaneous

- Carry out any other duties within the overall objectives of the job when requested to do so by the Business Development Manager.

Person Specification

Experience

- Previous experience of working as a cook or chef in the food service industry at a similar level
- Experience of leading a team and supervising staff and/or volunteers, desirably in the food service industry
- Previous customer care experience essential

Skills required

- A good cook or chef, with the ability to both follow daily menus to ensure profitability and ability to develop creative menus for special events
- Good food presentation skills
- Excellent understanding of and commitment to ensuring all staff complies with food hygiene and preparation and health and safety requirements.
- Knowledge of special dietary requirements
- Knowledge of and ability to ensure staff deliver excellent front-of-house service
- Excellent organisational ability
- IT – confident with using MS Office especially Word & Excel
- Financial - stock control and budgeting

Formal qualifications

- Level 2 Food Hygiene certificate essential (must be willing to work towards Level 3 if successful).
- Other qualifications relevant to role

Other

- A positive and flexible approach to work and the ability to remain calm under pressure
- Supporting, mentoring and encouraging staff to develop new skills and confidence and prepare for the workplace.

APPLICATIONS

Please submit your CV and accompanying letter explaining your suitability for the job by midnight on 3rd February 2017 to susancamuscross@gmail.com Interviews will take place on 10th February.

Tel Susan Walker or email susancamuscross@gmail.com for more information

An Crùbh Management & Staffing Structure

