



POST OF CAFÉ MANAGER

JOB DESCRIPTION

SALARY: £27,787 per annum

NO. OF HOURS: 35 hours per week

DATE PREPARED: April 2024

RESPONSIBLE TO: Financial Controller

RESPONSIBLE FOR: Café Team

OVERVIEW: Your experience, ambition, positive attitude, and attention to detail will assist The Pickaquooy Centre Trust to deliver Café & catering activities that both exceed customer expectations and drive significant commercial revenue.

You will be a dynamic member of the Pickaquooy team and thrive in a fast-paced and constantly changing environment. Working closely with the Senior Management Team, you will assist in delivering strategy and plans to support business growth, building and maintaining effective relationships with all stakeholders.

PRINCIPAL FUNCTIONS: The successful candidate will lead and support all aspects of customer service delivery within the Picky Café, ensuring health and safety standards are delivered and that excellent customer service is maintained.

Responsibility for the day-to-day operational management and successful running of the Café.

Leading on the management and delivery of a wide range of catering activity within the centre via the Café.

Providing line management and developmental support to the Café team.

MAIN DUTIES:

1. To manage the Café team and oversee the daily operation of the Picky Café and all catering activity across the centre.
2. To take overall responsibility for the quality of products prepared and service provided, ensuring high levels of customer satisfaction are delivered and maintained.
3. To ensure the Café meets Environmental Health and internal standards for cleanliness, food handling and sanitation and to ensure that all tasks are always undertaken in respect of Health and Safety requirements.
4. To be the first point of contact for both Café staff and customers alike.

5. Provide leadership and direction to the Café team in customer service, food preparation, sustainable practice, and stock control.
6. To manage and develop departmental working times against rosters and provide operational administrative support.
7. Provide training and assistance to employees which contributes to the best overall operation of the Café. To be committed to mentoring and supporting the Café staff through effective line management.
8. Overseeing and preparing the Café menu, keeping up with industry trends and regularly reviewing offerings and prices.
9. Ensure that sufficient supplies are maintained for the effective running of the Café and ensure that wastage and shrinkage are kept to a minimum and within defined targets.
10. To manage all email correspondence and assist in marketing activity across our social media sites, in relation to the Café.
11. Oversee and ensure that daily record keeping and cash handling by staff is efficient and accurate.
12. To achieve the targets and key performance indicators (KPIs) within budgets and contribute to the monthly management report.
13. To maintain up-to-date knowledge of relevant legislation, guidance and good practice relating to all areas of work.
14. To take an active role in the recruitment and selection of Café staff and be able to provide cover for all positions.
15. To ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
16. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
17. To assist with emergency procedures ensuring the safety of staff and public.
18. The post holder may be required to work at other departments / sites operated by The Pickaquoy Centre Trust.
19. To undertake other duties as the Senior Management Team may require.

PERSON SPECIFICATION:

Attributes	Essential	Desirable
Professional / Educational Qualifications – <ul style="list-style-type: none"> • To hold a nationally recognised qualification in Hospitality, Business or Management. • To hold or be willing to hold a Food Hygiene Certificate. • To hold or be willing to hold a Scottish Personal License. • To be willing to undertake continuous professional development. 	 ✓ ✓ ✓	 ✓
Relevant work / other experience – <ul style="list-style-type: none"> • To have line management or supervisory experience, ideally within a hospitality environment. • To have experience of working in a hospitality, restaurant, or kitchen environment. • To have experience of organising catering. • To have a working knowledge of Microsoft office applications, and the ability to learn and effectively use the Trusts Leisure Management System. 	 ✓ ✓	 ✓ ✓
Skills and Abilities – <ul style="list-style-type: none"> • To have experience working with budgets and exceeding targets. • Ability to formulate and implement profit improvement plans for key areas of responsibility. • Excellent time management skills. 	 ✓	 ✓ ✓
Personal Qualities – <ul style="list-style-type: none"> • To have excellent communication skills and the ability to build relationships with customers and staff. • To be highly organised with an ability to prioritise workload, work unsupervised, and meet deadlines. • To demonstrate ability and commitment to be an effective leader within a team. • To have a confident and innovative approach to managing the Café and related catering requirements. 	 ✓ ✓ ✓ ✓	
Additional Job Requirements – <ul style="list-style-type: none"> • To be available to work on a rota system, which will include some weekend working. 	 ✓	