

JOB DESCRIPTION

Job Title: Cafe Manager
Report to: Operations Manager
Responsible for: Cafe Staff and Volunteers
Hours of Work: 40 hours – 5 days per week across Monday to Saturday
Salary: £25,000 per annum
Location: Sutton Coldfield base
Contract Type: (i.e. permanent, fixed term etc.) Permanent

Job Purpose

This is a key operational position within the charity which maintains a high standard food service environment with a hands on management style within a busy community café hub which holds daily groups and activities for the local community .
 Working within the fast paced cafe with a flair for creating daily specials along with a good financial / commercial understanding this is a role that requires a confident management approach.
 Having a passion for great quality food, served within a friendly and professional customer service environment, will need the ability to deal with suppliers ensuring a best price approach.
 To work with various groups that use the café and promote the activities within the café.

Essential Duties/Responsibilities:

- 1) Motivating, supporting, and developing the cafe team to deliver exceptional customer service
- 2) Dealing with suppliers to ensure good value / best price approach – with an ongoing review / monitoring approach
- 3) Managing the health, safety and food hygiene of the café ensuring the café stays clean, safe and legally compliant.
- 4) To support in organising events and activities within the café.
- 5) Plan in staff / volunteer rotas
- 6) To plan new menu's, seasonal specials and weekly specials to promote income generation to support the charity.
- 7) Training of staff, volunteers and student placements to set standards
- 8) Ensure completion of all the relevant paperwork and monitoring required legally and internally
- 9) To ensure cashing up and banking is done in line with policies and procedures.
- 10) To comply with all the agreed policies and procedures of Age Concern Birmingham.

Skills & Qualifications:

- 1) Ability to lead a team by example working to the charity's mission, vision and values at all times
- 2) Ability to line manage staff and volunteers effectively
- 3) Excellent time management and prioritisation skills whilst coordinating multiple tasks.
- 4) To be an excellent communicator
- 5) Social media skills desirable

Special Conditions:

- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

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Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

Updated – May 2022