

Job Title: Cafe Manager**Main Job Purpose:**

This post is part of our catering operation at Queenswood Arboretum & Country Park. We will deliver the highest of standards to help ensure that visitors have a fantastic experience.

As the Café Team Manager you will work closely with the Head of Commercial to

- Manage and oversee the daily operations of the HWT Queenswood Cafe blending operational excellence with creativity and customer focus to ensure the cafe is welcoming and profitable.
- Promote income generation and drive business growth of the Cafe
- Ensure best-in-class customer service
- Lead and manage an engaged Café team

Term: Perm/Full time/ 37 hours per week

Reports to: Head of Commercial

Location: Queenswood Country Park

Management Responsibility : Café Team: Cook, Café Team leader, Café assistants

Liaison with: Head of Commercial, Cafe Staff, Suppliers and the general Public

Key Responsibilities:

Effectively managing the day-to-day operation of the busy Café at Queenswood Arboretum and Country Park.

Staff Management

- Manage a team of Café Assistants both full and part time, recruiting, training, and supervising staff.
- Lead an engaged team of Café Assistants on a day-to-day basis, whilst also considering individual team members' development journeys with the Trust

- Organise and maintain the Café staff rota to ensure adequate cover through a mix of permanent and sessional resources, accommodating demand and seasonal variations
- Role model excellent communication within the team and promote team working

Financial and Budgetary Responsibilities

- Manage café income and expenditure against agreed budgets.
- Manage café financial systems, including stock ordering, cashing up each day and adding stock to back office till system
- Manage stock effectively and undertaking regular stock takes
- Assist the Commercial Manager in managing cost effectiveness of the Café by increasing sales and reducing cost of sales to deliver realistic and profitable financial performance

Compliance of H&S standards

- Ensure that the Café and kitchen areas are maintained to a high standard ensuring compliance with health, safety and hygiene legislation and guidelines and the site risk assessments
- Ensure that all health and safety obligations are met in all aspects of the role

Customer Service

- To act as customer champion, promoting a best-in-class level of customer service to ensure that visitors receive a highly valued customer experience at Queenswood
- Represent the Trust in a professional manner and to always act in a manner which will only enhance its reputation
- Be an active public face of Herefordshire Wildlife Trust, promoting a positive image of the Trust in person and through social media to all its visitors

Menu and Product development

- Create a vibrant offer for the Café to promote increased use and turnover, and to maximise its profit.
- Where possible, set a Menu that utilises local suppliers that adheres to 'Herefordshire Wildlife Trusts' purchasing guidelines.
- Ensure food within the Café is prepared to a high standard and considers a range of dietary needs.

Measurements Of Success

- Maintain a hygiene rating of Level 5
- Low wastage and good stock management
- Achieve budgeted profit (income over expenditure)
- Increased levels of income generation
- Visitor satisfaction surveys

Other Duties

- Undertake Health and Safety duties commensurate with the post and as detailed in the Trust's Health and Safety policy;
- Comply with all other organisational policies and relevant legislation e.g. Equal Opportunities – it being the responsibility of the post holder to make themselves aware of such items
- Take advantage of formal and informal opportunities for personal and professional development, participate in appropriate training activities in consultation with your line manager
- Cascade relevant skills and knowledge to relevant staff and volunteers
- Act as an ambassador for Herefordshire Wildlife Trust, constructing and maintaining positive relationships with volunteers, visitors and other organisations
- Contribute to external and internal communications, media and events as required.
- Actively encourage those you with whom you come into professional contact to become members of HWT (all staff are regarded as membership recruiters)
- Undertake any other work that might be deemed necessary by HWT commensurate with the level of responsibility of this post. Work with the broader HWT team on any other activities that match your skills and abilities as agreed with your line-manager

Person specification

Qualifications

Prior experience in a cafe or similar hospitality environment is highly valued with a willingness to undertake required certification.

Essential Experience and knowledge

- Knowledge and experience of food safety management
- Experience of staff management

- Experience of working in a busy customer focused environment
- Experience of cash handling and reconciliation

Skills Essential

- Strong Leadership and team management skills
- Excellent customer service and interpersonal communication skills to deal with the public, Trust members and volunteers in a friendly and professional manner in a variety of situations
- Welcoming, approachable and confident in dealing with the public in difficult or busy situations
- Proficient IT user Using POS systems, MS Word, Outlook, Excel

Other Essential

- Valid Full Driving licence, Own vehicle with business insurance
- Willingness to work flexible hours including weekends and bank holidays,
- Physically fit to work standing for extended period, handling food and beverage preparation

Desirable

- Experience of commercial catering
- Experience of menu planning
- Food Safety Level 4 certification
- First Aid at Work certification

Personal Attributes

- Self-disciplined, self-motivated
- Ambitious to achieve targets, through innovation and creativity.

We are a Disability Confident Committed employer and welcome applications from disabled people and guarantee an interview to disabled applicants who meet the essential criteria. We will provide reasonable adjustments throughout the recruitment process and in the workplace. If you require adjustments, please let us know.



