

Job Description – Café Manager



Job Title: Café Manager

Reports To: Centre Manager

Overall Job Purpose

To manage and organise daily operations of the cafe including motivating staff and volunteers to provide excellent food and customer service.

Key responsibilities

- Oversee all café and catering operations, including inventory, equipment and special events
- Recruit, train and supervise café staff
- Prepare weekly work schedules and find suitable replacements in cases of absence
- Prepare and serve food when required
- Maintain high standard of food quality, hygiene and health safety
- Ensure café expenses are within budget and identify ways to decrease operational costs
- Maintain records and prepare reports of daily, weekly and monthly revenues and expenses
- Keep records of café supplies and order new stock
- Resolve customer complaints regarding food or customer service
- Support and facilitate food at events
- Suggest new menu items based on customer feedback
- Identify strategies to retain and attract customers
- Ensure all café areas are clean and tidy
- Promotion and marketing of the café

Other Duties

- Support the centre manager in overall centre operations and ad hoc duties
- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation
- To participate in any necessary training to acquire and develop skills
- Participate in and contribute to organisational/team meetings as required
- Provide appropriate support to volunteers as required
- Ensure that work is carried out in accordance with Heart of Scotsoun's values, equality aims, policies and procedures

Person Specification – Café Manager

Quality	Essential	Desirable
Education and Training	Standard/Higher grade, or equivalent qualifications, including English, or be able to demonstrate equivalent experience	<ul style="list-style-type: none"> ● Business management ● Customer service, catering or hospitality qualifications ● Food and Hygiene Certificate
Job Experience and skills	<ul style="list-style-type: none"> ● 2 or more years' experience of managing a hospitality service ● Experience of managing and training staff or volunteers ● Experience of working in fast paced environment ● Preparing menus and food ● Maintaining working relationships at various levels ● Strong understanding of food and hygiene standards ● Excellent communication skills ● Excellent leadership skills ● Strong customer service skills ● Good numeracy skills ● Ability to prioritise workload and work under pressure 	<ul style="list-style-type: none"> ● Catering/Café experience ● Basic food preparation techniques
Personal Qualities	<ul style="list-style-type: none"> ● Able to work well on own initiative and as part of a team ● Having a pleasant, welcoming and can do attitude ● Ability to recognise others' workload and offer appropriate assistance ● A flexible approach to working hours ● Willingness to learn and develop skills through training and development ● An approachable and people orientated individual ● Values community involvement and engagement 	

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