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| **Job Title**: |  Café & Catering Manager  |  |  |
| **Reports To:****Hours:** **Salary:****Contract:**  |  Centre Business Manager 25-28hrs pw flexible £25k pro-rata based on 35hrs pw (£20k for 28hrs pw)Initial fixed term to end March 2022 & then funding dependent |  |  |

**Overall Job Purpose**

To supervise and organise daily operations of the Whiteinch Training kitchen & cafe including motivating staff and volunteers to provide excellent food and customer service.

# Key responsibilities

* Oversee all café, food pantry and catering operations, including food preparation, inventory, equipment and special events
* Help to recruit, train and supervise café staff incl volunteers & trainees
* Prepare weekly work schedules in relation to the main kitchen, pantry & café areas
* Oversee good quality food preparation and service
* Maintain a consistent high standard of food quality, hygiene and health & safety
* Ensure café costs are within budget and identify ways to increase catering income
* Maintain records and prepare reports of daily, weekly and monthly revenues and expenses
* Keep records of all kitchen/catering related supplies and order new stock as required
* Resolve customer complaints regarding food or customer service
* Support and facilitate food provision at events and with/for partner organisations
* Suggest new menu items based on customer feedback
* Identify strategies to retain and attract customers
* Ensure the Kitchen & café areas are clean and tidy
* Promotion and marketing of the café

# Other Duties

* Support the Centre Business Manager in overall Centre operations
* Take up occasional duties which will support the success of the organisation
* Identify & participate in any necessary training to acquire and develop skills
* Participate in and contribute to volunteer & staff team meetings as required
* Provide appropriate support to volunteers, interns and trainees as required
* Ensure that work is carried out in accordance with the values, equal opportunities, policies and procedures of the Whiteinch Centre

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| **Quality** | **Essential** | **Desirable** |
| Education and Training | Standard/Higher grade, or equivalent qualifications, including English, or be able to demonstrate equivalent experience | * Customer service, catering or hospitality qualifications
* Food and Hygiene Certification
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| Job Experience and skills | * A min of 2+ years experience working in food preparation/ catering in the hospitality or related sector
* Experience in preparing a variety of inexpensive, healthy meals with basic ingredients
* Experience in planning, purchasing and preparing a weekly menu list with options to suit diverse tastes & cultures
* Experience of working in a fast paced environment
* Good personal & communication skills
* Strong customer service skills & Good numeracy skills
* Ability to prioritise workload and work under pressure
* Knowledge of the Health/Hygiene & all other regulations relevant to a food preparation environment
 | * Varied Catering/Café experience
* Good Knowledge of Basic food preparation techniques
* Strong understanding of food and hygiene standards
* Ability to maintain positive working relationships in stressful work environments
* An interest in and knowledge of organic, vegetarian/vegan wholefood meal preparation
* Experience of supervising and training staff/ volunteers
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| Personal Qualities | * Able to work well on own initiative and as part of a team
* Have 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
 | * Approachable and people orientated
* Knowledge of the wider hospitality sector, food suppliers & equipment
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