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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 |
| 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 |
| 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 |