

JOB DESCRIPTION: CAFÉ ASSISTANT MANAGER
REPORTS TO: RETAIL AREA MANAGER
ACCOUNTABLE TO: HEAD OF RETAIL
BASED AT: HEATH ROAD, IPSWICH



JOB SUMMARY

To support the Community Hub Manager with the day to day running of the Café and Kitchen. Supporting the team to ensure that the highest standards in food preparation, quality, safety, cleanliness, hygiene and service are maintained at all times throughout the whole café

This is a hands on operational role within a café and retail unit with the aim to provide an excellent customer experience and whilst doing so generate much needed funds for St Elizabeth Hospice.

Areas of Responsibilities supporting the Community Hub Manager

Team Management

- Supporting the Café Assistants on shift, ensuring that the highest standards of customer service and hygiene are maintained and that food hygiene regulations are strictly adhered to at all times
- To participate in the induction of all new team members and volunteers as required.
- Support team to ensure a high performing barista / counter team provides a high standard of customer service and satisfaction at all times to both external and internal customers
- Support team wellbeing and ensure everyone has the skills to provide excellent service
- Ensure team engage and complete any training required developmental and mandatory

Customer focus experience

- Ensure an excellent customer experience is achieved
- Ensure recipes and presentation techniques provide consistent quality.
- Resolving customer complaints regarding food quality and customer service.
- Creating new and innovative menus for our customer.

Financial

- Assist the Community Hub Manager with cash handling, till reconciliation and banking procedures
- Assist managing stock levels within the Café kitchen and taking regular stock checks
- Support the Community Hub Manager in achieving the agreed financial budgets set for the Café
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly
- Maximise revenue by increasing sales and minimising wastage.

Health & Food Safety

- Ensure daily cleaning schedules are completed and signed. Ensuring a high level of hygiene and cleanliness is maintained at all times by self and team daily.

- Support any complex needs of customers' dietary requirements. Ensuring at all times that all allergens and special diets are adhered to, and compliance procedures and processes are in place for all food products ie allergen labels
- Maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory requirements
- To carry out more in-depth cleaning of kitchen and front of house areas as scheduled.
- To ensure food hygiene, cleaning and health and safety and fire regulations are understood and adhered to by all team members on a daily basis
- To report mechanical defects via the help desk.
- To log all incidents, accidents and near misses on the online portal.

Operational

- Be an active member of the food preparation including baking
- To support the Community Hub Manager for day to day organisation of the Café.
- Support with the management of the merchandising, pricing and display of all goods, maintaining the highest standards.
- Support with the management of all food preparation, cooking and serving to the highest standard for all products offered on the menu and counter offer, ensuring efficiency and consistent high quality is met at all times.
- To operate various machines and equipment in relation to the preparation of food and cleaning of the kitchen and dining areas.
- To assist with the serving of meals to customers.
- To assist in ensuring waste is kept to a minimum.
- Be proactive with regard to local producers, taking advantage of opportunities that exist within the local community
- Support the Community Hub Manager for the security of the café, team and stock
- To assist in other Moments locations when required.

Volunteering

- To recognise the value of volunteer contribution
- Recruit, train and manage volunteers in all aspects of the Café including, Health & Safety, liaising where appropriate with the relevant teams

Organisational

- To work at all times within the policies of the Hospice.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To respect at all times the confidentiality of information
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE AREA MANAGER IN CONJUNCTION WITH THE POSTHOLDER.

**PERSON SPECIFICATION
CAFÉ ASSISTANT MANAGER**

Requirement	Essential/Desirable
<u>Qualifications & Training</u> <ul style="list-style-type: none"> • Level 2 Food Hygiene Certificate for catering • Level 3 Food Safety Supervision for catering • SCA accredited barista qualification • Health & Safety Certificate / First Aid Certificate 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<u>Knowledge & Experience</u> <ul style="list-style-type: none"> • Previous catering experience in a café, bar or food outlet • Experience in charity retail and managing volunteers • Previous experience catering for events and functions. • IT literate, Word & Excel experience, EPOS 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
<u>Personal Qualities</u> <ul style="list-style-type: none"> • “Customer focus” - need for high standards of service to team, volunteers and customers • Excellent inter-personal skills • Sound knowledge of food health and safety regulations • Team player - co-operative, friendly attitude • Flexible approach to working hours • Excellent written and verbal skills • Good leadership, delegation, administrative, organisational and time management skills • Experience of food product merchandising, layout and display 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

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