

## JOB PROFILE

<b>Job Title:</b>	Café Manager 4 or 5 days per week which includes some weekends Salary (£24,799 p.a, for 37.5 hours per week)	<b>Reporting to:</b>	Director
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### 1 **Main function of job:**

To maximise income and customer satisfaction through effective management of the café at Amelia Trust Farm whilst also ensuring the community, social and environmental aims of the charity are delivered.

N.B. The following headings are to be taken as a general overview of the requirements of the job role and are not comprehensive as the role may develop once the cafe opened.

### 2 **Location:**

Amelia Trust Farm, Five Mile Lane, Barry, Vale of Glamorgan CF62 3AS

### 3 **Supervisory responsibility/position in structure:**

To be directly responsible to and have immediate contact with the Director.

### 4 **Specific Areas of Responsibility:**

- To prepare and serve food and beverages to customers in an efficient and effective manner.
- To train, supervise and motivate café staff, volunteers and people on work experience to deliver excellent customer service and high standards of hygiene.
- To compile staffing rotas.
- To ensure that all café areas are kept clean, safe and tidy.
- To estimate food and beverages consumption, monitor stock levels and minimise food waste.
- To purchase food and other relevant supplies in line with the Trust's procurement policy.
- To ensure accurate equipment operation and that an effective cleaning and maintenance schedule for all equipment is followed.
- To maintain accurate records, including those associated with food safety management systems
- To ensure high standards of customer care are maintained and to deal with any customer complaints.
- To reach out to and encourage community groups to use the café as a meeting space.
- To work with staff colleagues to increase fundraising activities.
- To ensure compliance with the provisions of Health and Safety and other relevant legislation
- To undertake such other tasks as may be required by the Director

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**Date of Profile:** March 2024

**Reviewed by:** Karen Turnbull - Director

**PERSON SPECIFICATION**

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Criteria	Essential	Desirable
<b>Experience/specialist training required</b>		
In date and minimum Level 3 Award in Supervising Food Safety in Catering	✓	
Experience of supervising and managing people	✓	
Extensive working knowledge of food hygiene regulations and food safety management systems	✓	
Experience of managing a café/food outlet	✓	
Barista Experience	✓	
Experience of food preparation and allergens	✓	
Business development and customer/client experience facing role	✓	
Knowledge of Microsoft Office packages	✓	
<b>Personal Attributes – Essential</b>		
• A passion for customer care and quality of service	✓	
• Good communicator	✓	
• Team player with good interpersonal skills	✓	
• Ability to work flexibly	✓	
• Able to act on one’s own initiative	✓	
• Attention to detail	✓	
• Able to motivate others	✓	
• Able to prioritise	✓	
• Ability to deal calmly and effectively with difficult situations	✓	
• High level of energy	✓	
• Welsh speaking		✓