

**Job Title: Café & Retail Manager**

**Job Purpose:**

To lead on the effective running of the café & other retail outlets providing a warm welcome and delivering the highest possible standards of service to customers and the people we support.

To create and deliver a strategy including merchandising, promoting the charity, event and promotion management and improving café & retail turnover.

**Specific Duties:**

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| **Customer Service** |
| 1. Greet, engage with and serve customers in a pleasant and courteous manner offering information on shop produce. Consistently exceed customer expectations.
2. Prepare food and beverages which are attractively presented and served to customers in accordance with health and safety and food hygiene guidance.
3. Promote the Apuldram Centre, offer information and talk to customers about the work of the charity, forthcoming events and ways to support.
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| **Merchandising & Sales** |
| 1. Liaise with Head of Kitchen to plan shop menus and create a calendar of events. Source and merchandise bakery items, food/drink products, plants and artwork. Arrange attractive, seasonal displays. Update promotional boards.
2. Ensure that all items are clearly labelled with appropriate price / information tags.
3. Rotate stock ensuring usage / best before dates are clearly displayed and followed at all times. Minimise wastage. Maintain adequate stock levels of disposables.
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| **Administration & Staffing** |
| 1. Accurately operate the till handling cash and card transactions and ensure the till balances at the end of each day.
2. Ensure all opening/closing routines are completed.
3. Ensure that all shop maintenance and repair needs are actioned.
4. Recruit, train and manage café/retail team and volunteers giving clear instruction, supervision, and feedback. Organise staff rota and support Service User work experience opportunities. Build a highly performing team supporting well-being and personal development.
5. Control costs without compromising standards and customer experience.
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| Health and Safety / Hygiene |
| 1. Clear and clean tables ready for customer use. Remove used crockery and utensils from the shop to the kitchen.
2. Clean coffee machine on a daily basis and top up machine supplies as needed.
3. Ensure high levels of hygiene and cleanliness at all times (shop / café areas are clean and tidy, floor is swept, counter tops are regularly cleaned throughout the day).
4. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of all shop/retail users. Maintain records to evidence compliance with all related legislation (SFBB and food safety). Keep cleaning and temperature records.
5. Update all allergen information and advise customers as appropriate.
6. Ensure appropriate COSHH and risk assessments are in place and regularly reviewed.
7. Take responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you.
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| **Personal Accountability** |
| 1. Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication, to include constructive feedback for self and colleagues.
2. Participate in staff meetings as required making a constructive contribution.
3. Develop a culture of actively seeking feedback from customers on a regular basis. Be a change agent, constantly reviewing service delivery.
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| **Additional Requirements:** |
| 1. Attend all training courses as directed by your Line Manager.
2. Adhere to the Apuldram Centre’s Policies and Procedures.
3. Willingness to work flexibly in order to meet the needs of the service.
4. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.
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**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Good general standard of education to include numeracy, literacy and IT skills, GCSE Grade C or equivalent | NVQ / SVQ retail operations at levels 2,3,4 |
| Strong commercial acumen and demonstrable technical knowledge of the food and beverage business Commitment to learning, training and professional developmentProven leadership and people management or motivational skills  | First Aid trainingPrevious experience of working in a retail / catering environment Previous experience of working in the charity sector / working with adults with a learning disability  |
| Ability to follow health and safety / food hygiene guidelinesBasic Food Hygiene Certificate Level 1 | Food Hygiene Level 2 |
| Friendly and engaging personalityStrong customer service skills |  |
| Ability to operate a cash till, undertake basic administrative skills and ability to use IT systems (e.g., digital tills, digital ordering)  |  |
| Clean & tidy appearance / grooming Able to work flexiblyFull driving licence  | Car owner |

**Key Competencies Required for the Role:**

* Ability to work on own and as part of a team
* Experience of line management
* Ability to establish and maintain professional working relationships and communicate effectively with a range of people
* Using judgement to arrive at effective solutions and implement performance improvements
* Ability to complete and maintain accurate records
* Positive ‘can do’ attitude