

**JOB DESCRIPTION**

<b>Job Title:</b>	Café Manager	<b>Date Reviewed:</b>	October 2023
<b>Reports to:</b>	Operations Director, ECM		
<b>Responsible for:</b>	Catering Assistants		
<b>Principally relates to:</b>	Operations Director, Head of Visitor Services, Visitor Services Managers, HR Manager, Suppliers, Finance Team, Enablers, Play and Learning Team.		
<b>Purpose of the role:</b>	Ensure that food services are delivered consistently to the required content/presentation standards, within budget and meet or exceed financial performance targets. Managing the café team and the visitor experience in all food service areas with the support of current Line Manager. Ensuring orders are placed in accordance with business levels preventing over stocking. Managing the cleanliness of kitchen and front of house. Supporting the chef during busy periods.		

**Main Areas of responsibility:**

**Staff**

- Recruit and manage cafe staff in conjunction with current line manager and with guidance from HR, ensuring they are appropriately trained and developed, and that skills and abilities are deployed for optimum performance.
- Lead by example, encourage the development of a leadership style that seeks out the benefits of collaborative action whilst emphasising the importance of individual and team accountability.
- Ensure that cafe staff are wearing appropriate PPE, are professionally presented and comply with all relevant food health, safety, and hygiene guidelines always.
- Ensure staffing hours are within the set budget and manage payroll.
- Report any HR issues promptly to the current Line Manager and HR.
- Ensure all staff follow set procedures and guidelines.
- Ensure that front of house staff are familiar with menu contents and can recommend and promote as appropriate.
- Ensure café staff manage the cleanliness of FOH.
- Ensure café staff assist in taking in deliveries, managing stock, and reporting any issues promptly.
- Provide training in all aspects of FOH operation.

**Food Services**

- Maintain excellence in the content and delivery of food services across Eureka!'s site.
- Ensure that service is run quickly and efficiently and in accordance with the service style.
- Ensure that waste is promptly removed, and tables reset.
- Work closely with the current Line Manager to drive the commercial success of all catering and food operations.
- Ensure staff are all aware of service style and presentation.

### **Delivery**

- Ensure that all food is prepared to the required standards, ready at the specified time and served or transported in suitable containers.
- Ensure that wastage is kept to a minimum and that all stock is appropriately stored and rotated and that out of date or unfit stock is immediately removed.
- Take a 'hands on' lead in the development, preparation, and delivery of food services, supervising chefs and working closely with front of house supervision and staff.

### **Stock Control and Budgeting**

- Working closely with the current Line Manager and Chef, ensure that stock levels are set to match customer numbers and that a par stock level is agreed and set.
- Work alongside all senior staff and chef's in developing a sustainability strategy for the café.
- Wherever possible ensure that ethically sourced ingredients are purchased.
- Supported by Finance, regularly conduct stock audits and investigate any discrepancies.
- Cross check all delivery notes and invoices, ensure they are accurately entered onto the system and monitor and control budgets, investigating any anomalies.
- Manage the financial records in respect of all café and catering activities.
- Account for all money spent, reconcile cash received and all stocks purchased and used. Prepare and present monthly variance reports and contribute to the annual budget process.

### **Health & Safety**

- Ensure that all staff observe health, safety, and hygiene procedures so that the risks to the health and safety of staff and visitors are minimised.
- Ensure that the kitchen and catering areas are always maintained in a safe and effective manner, conduct equipment checks on a regular basis and commission repairs and/or service checks, as necessary.
- Ensure that deliveries are scheduled effectively, received, and stored in accordance with health and safety requirements.
- Ensure all EHO legislation relating to operating a kitchen is followed and that records are kept for inspection.

### **Any other Duties**

- Ensure all aspects of security procedures are enforced and adhered to.
- Any other duties as may be reasonably expected of a Café Manager.

### **Special features**

- Hours may be worked over a seven-day week, with peak periods during school holidays, when there will be limited flexibility to take time off.

### **Details of education and experience preferred**

- Willingness to work towards professional qualification in food preparation and delivery to level 3 or equivalent essential.
- Qualification in hotel and catering management desirable.

### **Details of special skills/experience/aptitudes needed**

- Experience from a similar setting
- Supervisory experience essential
- Intermediate or higher food Hygiene Certificate, desirable but not essential
- Proven track record in managing and controlling costs, budgets, and forecasts.



- Good knowledge of nutritional needs and balance, dietary requirements, and diversity
- Commercial awareness
- Good communication skills
- Excellent organisational skills, able to multi-task and to create an environment of calm even at times of peak demand.
- IT literate, used to working with spreadsheets and stock control systems.
- A passion for great customer service and technical excellence