

EXETER LOCAL FOOD LTD

JOB DESCRIPTION

Title: Library Café Manager

Main purpose of the role: Lead the Café team to ensure its effective operation and contribution to the overall success of Exeter Local Food Ltd.

Hours: 40 hours / week. These can be worked flexibly across the days / week, according to need.

Pay: £10.20 / hour (to be reviewed upwards April 2019)

Reporting to: The Board, and supported by a nominated Director

Commencing: February 2019

Nature of the role: this is a permanent role.

Background: Exeter Local Food took on the management of Exeter's Central Library Café in July 2017 and operates it under a lease from Libraries Unltd, the managers of the library. The Library is reputed to be Devon's busiest public building, with 600,000 visitors a year, and the location of the café in the entrance foyer makes this a very busy space. Most of the demand is for hot drinks and snacks, and in any case the very small kitchen limits our ability to deliver a large menu. We do cater for events in the Library and this is a growing area of activity requiring very close liaison with the Library staff team.

We aim to sell food sourced as locally and as sustainably as possible, whilst meeting the needs of customers. We also want to realise the Café's potential to communicate messages about food and the local environment to a wide audience and do more to promote our Store at the nearby Central Station.

Our two existing part-time managers are both moving on take up new interests and opportunities and so we are now looking for a full-time permanent manager to take their place. The role is very hands-on and you can expect to be involved in all aspects of service at busy times, including covering one or two cooking shifts.

Main duties:

Customer Service

1. Manage the Café, ensuring the highest level of customer satisfaction and that the Café is efficiently run, welcoming, clean and attractively configured.
2. Respond to customer feedback and requests.
3. Ensure that food is attractively, effectively and safely displayed and presented, including strong point of sale and comprehensive price/product information.
4. Ensure that the cafe and kitchen is clean and compliant with all relevant legislation.

Staff Management

5. Line-manage the Cook, Assistant Manager and the Café Assistants.
6. Support the Cook to effectively manage the kitchen and menu.
7. Draw up and oversee staff rotas.
8. Undertake one or two cooking shifts per week as part of the core rota.
9. Organise the recruitment, induction, training and appraisal of staff.
10. Manage the team's performance and involve the nominated Board member where appropriate.
11. Ensure the on-going training of Café staff (food handling/food safety/barista training).
12. Ensure all personnel records are established and maintained (supported by the Administration Assistant).
13. Report to the Board on all relevant matters relating to the Café staff team.

Financial management:

14. Focus closely on financial performance to deliver budget targets including driving sales, managing Gross Profit (addressing cost of purchases, wastage and pricing) and managing other overheads. Report to the Board on performance against targets.
15. Ensure full compliance with systems for managing cash including security, banking, tills and card reading equipment.
16. Ensure all café stock transfers and wastage are properly recorded.
17. Ensure good quality opening and closing routines.
18. Manage all stock control and rotation, continuity of supply, minimization of waste and dealing with discrepancies and returns.
19. Work with the Shop staff team and Cook on food purchasing requirements for the Café.
20. Arrange the purchasing of café consumables and cleaning materials as necessary.

Other Duties

21. Deal with, record and/or pass on to the nominated Director all premises and health and safety issues.
22. Liaise closely with the Library Unltd team to provide a good quality service for customers, service events efficiently and achieve shared goals.
23. Promote the Café, develop offers and promotions and communicate to customers in store and through external marketing channels.

Person Specification

Essential	Desirable
Experience in a café management role or similar	Experience and knowledge of marketing
Experience and knowledge of HR, Health and Safety and administration in the food sector	Experience of purchasing, liaison with suppliers
A good understanding of food hygiene issues and requirements	Experience of working in close partnership with another organisation
A knowledge of and passion for sustainable and local food	Experience of developing or running education and community involvement projects
A commitment to quality, efficiency and cost-effectiveness	Financial experience and an understanding of accounts and business planning
Great customer care skills	
Good timekeeping and reliability	
A flexible and imaginative approach	
A professional approach with an eye for detail	

How to apply:

Please complete our application form which you can download on our website:

<http://www.realfoodexeter.co.uk/work-for-us> .

Please then email your application to board@realfoodexeter.co.uk by 5pm on Friday 25 January.

Interviews will be held in early February.