



Job Title:	Café Manager
Location:	St. Michael's Church, Broad Street, Bath
Reporting to:	The Rector
Hours per week:	Full or part time
Salary:	Negotiable depending on skills and experience.

Overall purpose of the job:

To manage the day to day operation of St Michael's Café, ensuring the highest quality provision and service, and that it is efficient and effective in its own right, while supporting the wider aims of the church.

The Person we are looking for:

Enthusiastic and energetic, you can work independently and flexibly, sometimes in a pressurised environment. You're highly organised and have excellent communication skills. Enthusiastic about motivating and supporting paid and volunteer staff, you are also skilled and patient when dealing with customers. You must be sympathetic to the Christian aims and ethos of the church and its building.

You will have catering experience, some of which will have been at a supervisory level. Thus, you will have a proven track record of managing staff and a strong customer service ethos. You will also have a good working knowledge of food safety management.

You will hold relevant educational qualifications in catering or hospitality at minimum Level 3 plus English and maths, or the ability to demonstrate this capacity through assessment.

The post is subject to a DBS check.

Work pattern

Full time working hours are 37.5 per week achieved with flexibility across the week and includes time for administrative tasks and to attend operational meetings. The café is normally open 6 days a week, Monday to Saturday, with the Café Manager expected to work on 5 of these days. Part time hours may be considered for the right candidate, in which case hours and work pattern would be negotiated.

As a venue we host events and concerts throughout the year. The Manager will support this work in planning and preparation of any catering needs. An opportunity to work additional paid hours in the evening exists when events staff are required.

Key areas of responsibility and principal tasks

1. Oversight of all routine café operations and staffing. This will include:
 - attending regular operational meetings
 - managing the café staff rota efficiently, to budget and with flexibility during busy seasonal fluctuations
 - delegating appropriate tasks to paid and volunteer staff to ensure maximum efficiency
 - liaising with other church staff and volunteers concerning arrangements when the church is being used for weddings, funerals, concerts and other events.

 2. Café staffing. Tasks include:
 - supervising, developing and motivating staff and volunteers
 - managing staff attendance and performance issues
 - monitoring staffing levels and assist recruiting processes to ensure appropriate cover
 - training new staff using the café training schedule
 - arranging food hygiene training where applicable and ensuring all staff have up to date and appropriate food hygiene/handling qualifications.

 3. Management of Food & Hygiene, Health and Safety. Tasks include:
 - ensuring the café operation conforms with the latest legal and Local Authority requirements
 - ensuring the café area, equipment, and public toilet are maintained to the highest level of cleanliness in line with level 2 hygiene standards
 - ensuring cleaning tasks are undertaken thoroughly and that records are maintained in accordance with current legislation and readily available, if required by environmental health officers.

 4. Source and order supplies for café. Tasks include:
 - sourcing appropriate suppliers for all café and event requirements taking account of appropriate costs and margins
 - ensuring that stock orders take place efficiently, within budget parameters
 - maintaining oversight of the stock room and stock control systems
 - ensuring invoices are correct and accurately coded for payment approval
 - planning new product lines, menus and seasonal 'specials'.
- Café Administration. Tasks include:
- maintaining and updating the café staff handbook
 - ensuring up-to-date contact details for all café staff
 - monitoring the condition of café equipment and agreeing with the Rector repair or replacement when required
 - ensuring daily takings are correctly accounted for and maintaining the change float

- checking the weekly timesheet prior to it being sent to the Bookkeeper
- providing the Annual Parochial Church Meeting with a report on the café's work.

5. Café development. Tasks include:

- developing medium and long-term business plans with the Rector and PCC in line with the objectives of the church. This may involve looking at covers, pricing, development of the servery area and the general improvement of the café space to maximise business potential and opportunities.
- To help attract visitors to St Michaels maximise opportunities and consistency of our catering offer for the cafe and events, e.g. extending the reach the Baby Café, making the environment attractive to other groups of users during the day, Coffee Concerts, etc..

Security

As the Café Manager is often the last person to leave at the end of the day the job holder shares in the responsibility for the security of the building

Appointment

This is an appointment of the PCC (Parochial Church Council), which is the trustee body of St Michael's Without and which has ultimate responsibility for the Café and its staff. The Rector is the day to day point of contact and line manager.