



# Tayport Community Enterprises

## Job Description - Café Manager

**Title:** Café Manager

**Reports to:** The Operations Director

**Based at:** The Larick Café, Shanwell Road, Tayport

### Job overview:

Working with the Directors and Larick Centre Project Coordinator, and leading the staff and volunteer team, the Larick Café Manager has full day to day responsibility for the dynamic and innovative delivery of a range of food & beverage services and events to the local and wider community within an agreed budget, regulatory framework and specific performance objectives.

### Duties and Responsibilities:

#### 1. Human Resources

- General management and day to day supervision of staff and volunteers
- Recruitment, performance appraisal, training, development and retention of staff and volunteers
- Preparation and monitoring of staff and volunteer rotas
- Management of planned and unplanned absences including annual leave, sickness, compassionate leave, training and development
- Management of staff sickness records, forms and post-absence return to work in line with agreed procedures
- Manage, record and approve overtime and TOIL as agreed with the Operations Director and in line with policies and procedures

#### 2. Finance

- Participate in budget setting and monitor agreed budgets
- Maintain all financial records in line with agreed policies and procedures
- Ensure that all cash handling, cash float, banking and related tasks are carried out in the agreed manner
- Be a signatory to the company bank account as required by the Directors
- Provide appropriate and accurate information in respect of absences and overtime for payroll purposes, deliver payslips and other documents to staff members and liaise with the Operations

Director in dealing with payroll related staff matters all in line with agreed procedures

### **3. Premises/Equipment Management**

- Ensure that all agreed procedures in relation to premises and equipment security are implemented and adhered to, including issue of keys, intruder alarm use, open/closing procedures and general matters relating to access to the premises and that appropriate training is given in the operation, safe use and maintenance of equipment
- Implement and maintain a suitable system of cleaning of all areas of the premises and all equipment to best statutory and professional standards
- Notify damage, deterioration and risks to the Operations Director, instruct agreed repairs and ensure that any work done is completed in an appropriate manner and timescale
- Monitor use of utilities and ensure that water, heat, light, telephone and internet are used efficiently and appropriately
- Ensure that all fire, first aid and related equipment is adequate and serviced/tested as required
- Ensure that appropriate insurance is in place for premises and equipment, that certificates etc are correctly displayed and that any change of use, practice or activity within the premises is notified to the Operations Director

### **4. Food purchase, stock control, storage and preparation**

- Ensure that adequate stocks of perishable and non – perishable items are purchased and held to meet anticipated demand within the agreed budget and gross profit margin
- Build knowledge of and relationships with suppliers and monitor supplier prices to achieve best value and quality
- Source good quality produce and where possible use local suppliers as appropriate to operational circumstances
- Be responsible for Quality Control of food preparation and presentation including, minimising wastage and ensuring portion and cost control

## **5. Sales and Service**

- Devise, maintain, review and update an appropriate, innovative and creative menu
- Set pricing, analyse sales, average spend, footfall and sales breakdown by menu item and take appropriate action to maximise customer spend
- Encourage a culture of upselling and income maximisation as part of customer service
- Foster a culture of building good customer relationships
- Promote the positive customer experience and build customer loyalty
- Develop alternative income streams (outside catering, take away service, events etc)
- Use a range of advertising tools including Facebook, Trip Advisor in café posters, leaflets etc
- Liaise with and promote the other projects of Tayport Community Trust and Enterprises such as the Harbour Café, the Community Garden and The Larick Centre to community groups, colleges and local businesses
- Promote the community objects of Tayport Community Enterprises Ltd and Tayport Community Trust and support other local community groups and initiatives

## **6. Health, Safety and Hygiene**

- Ensure that all statutory and general health and safety policies and procedures are in place, regularly reviewed and updated as appropriate
- Carry out appropriate Risk Assessments
- Maintain suitable Health & Safety records
- Ensure that all staff and volunteers are suitably trained in all relevant aspects of Health & Safety policy and procedures and that they adhere to these policies and procedures
- Provide all appropriate signage, posters, leaflets and equipment relating to Health & Safety
- Ensure that appropriate insurance is in place and that certificates are displayed
- Develop, implement and maintain suitable policies and procedures for food hygiene including the safe preparation, transportation and storage of food products and ingredients to as is required by law and best practice
- Train and supervise and monitor all staff and volunteers in all aspects of Health, Safety and Hygiene
- Take appropriate corrective action in respect of any unresolved Health, Safety and Hygiene issues or concerns and immediately

notify the Operations Director and provide the Operations Director with regular Health, Safety and Hygiene compliance reports

## **7. Governance/Corporate Management**

- Participate in Board Meetings and meet with the Operations Director as required
- Prepare and present reports, assist with drafting documents, policies and procedures and provide specialist knowledge and general information to the Directors when required and as considered appropriate
- Assist the Directors in all aspects of corporate governance including implementing all policies and procedures as laid down in the Staff Handbook and in ensuring that Tayport Community Enterprises Ltd fulfils its statutory obligations
- Maintain and promote the good name of Tayport Community Enterprises Ltd and foster a spirit of support and cooperation within the wider Tayport Community Trust organisation