



# Job Description and Person Specification Café Manager

camphill  
village  
trust

Taurus Crafts, The Old Park, Lydney  
Gloucestershire. GL15 6BU

## Would you enjoy working in a beautiful location in the Forest of Dean, within our Café?

<b>Job title:</b>	Café Manager.
<b>Location:</b>	Taurus Crafts, Lydney, Gloucestershire. GL15 6BU
<b>Purpose:</b>	To lead the mixed ability front of house team and work with the kitchen team to ensure a smooth and cost-effective operation earmarked by excellent customer service and quality food and drink.
<b>Salary:</b>	£12.60 per hour.
<b>Hours:</b>	37.5 Hours per week. Weekends, bank holiday & school holidays availability essential.

### Are you enthusiastic about giving high quality customer service?

### Do you thrive in a busy café environment?

We have an opening for you to join us as a Café Manager at Taurus Crafts. If the following appeals, we'd love to hear from you:

- You'll enjoy supporting and servicing customers.
- You'll want to provide the highest standards of customer service.
- You'll love being part of a dedicated but fun team who always strive to provide an exceptional experience for all our customers.
- You'll have a natural and caring ability and be keen to support people with learning or other disabilities and help support them in participating in work and society.

### Who are we looking for?

- You'll ideally have experience within a high-volume food establishment.
- You'll ideally have experience of training, coaching and mentoring other staff members.
- You'll ideally have experience in working with locally sourced and organic food ingredients.
- You'll be used to dealing with members of the public and visitors and always strive to provide an exceptional customer experience.
- You'll have good numeracy, literacy skills and administration experience.
- But above all, you'll enjoy having fun in a busy environment.





## What are the main responsibilities of this role?

- To lead the front of house supervisors and team in providing a consistent and high-quality service experience for customers and enhances the reputation of the café and the centre as a whole.
- Be responsible for the drawing up and managing the FOH rota ensuring staffing is adequate while not exceeding the staffing budget.
- To manage the ordering of FOH items e.g. cakes, drinks, cleaning materials etc. Ensure that deliveries are handled in an appropriate manner and in accordance with Safer Business Procedures.
- Operate stock control arrangements within the budgeted margins.
- Alongside the Chef, ensure the front of house and kitchen team work together meeting standards for quality, food safety, health and safety and efficiency.
- Be responsible for the daily operation of the Safer Business procedures including...
  - Delegation of relevant duties to supervisors.
  - Completion of all documentation and paperwork.
  - Supervise the work of others in relation to their Safer Business tasks.
  - Monitor all tasks and take action to ensure the appropriate standards.
  - Take action on any problems that may rise.
- Be a helpful and supportive manager particularly to people on work experience or training placements in the restaurant.
- Operate and ensure satisfactory completion of the café opening and closing procedures, including cash handling.
- Support the centre manager and chef in designing and pricing the menu.
- Understand the business performance of the café and seek continual improvement in sales, average sales and cost control.
- To support and contribute to the training of members of the front of house team to develop their skills to meet the café needs, in particular to support Severnside Skills trainees on placement within the café.
- With colleagues across Taurus Crafts, support the development of a sustainable visitor centre operating with a strong customer service focus.
- Undertake Duty Manager duties from time to time.
- To help the café supervisors and assistants in...
  - Taking and service orders.
  - Beverage quality control.
  - Ensuring the cafes internal and external areas are clean, tidy and well presented.
- Oversee the effective operation of wash up.
- Undertake any other duties that may be required for the effective operation of the café.



## Role requirements:

- Basic Food Hygiene qualification or an ability to update.
- First Aid Training or an ability to update.
- Awareness and application of Health & Safety procedures.
- Good working knowledge and respect for high quality produce, sourced from local suppliers.
- Show respect for all produce and contribute towards the required food GP margins.
- Appreciate the importance of necessary hygiene and Health & Safety regulations.
- Have high personal standards that are reflected in all work.
- Ability to manage a tight budget while being creative and providing a positive customer experience.
- Ability to manage systems: Safer Business Procedures, ordering etc.
- Experience of training, coaching and mentoring staff is desirable.
- Experience of working with locally sourced, organic food ingredients is desirable.
- Previous catering experience within a high-volume food establishment.
- Great organisational and communication skills.
- Great customer service skills
- You will have a proven ability to be honest, dependable and dedicated to your role
- A “can do” attitude and willingness to ensure all our customers and visitors receive a great experience
- You will be available to work weekends, School holidays and Bank Holidays.
- You’ll be able to work with and support people with mixed abilities.
- Able to work in a pressured environment whilst maintaining a calm, happy and constructive working atmosphere in a customer service orientated team.

## Competencies:

Competency	Definition
<b>Respecting and understanding others</b>	is able to understand issues from others’ viewpoints and builds an atmosphere of trust and openness so that others are treated with respect and dignity without discriminating or stereotyping. Tailors their approach depending on who they are with and acts as an advocate for people.
<b>Effective communication</b>	Is able to communicate effectively with others through the use of verbal and non-verbal communication methods. Recognises the needs of others when seeking agreement to their plans, adapting their communicate style to match the person they are communicating with.
<b>Working with and developing others</b>	Is an active member of the team, working cooperatively with others and assisting when they need support. Provides direction and empowers others to help them achieve personal learning and development targets.
<b>Results and quality focus</b>	Is conscientious, strives to complete work to high standards and looks to improve and maintain the quality of performance in themselves and others. Completes work with the best interests of others in mind.
<b>Problem solving and decision making</b>	Is able to collect, interpret and evaluate information to develop a deep understanding of a problem, explores alternative ways of resolving problems including new possibilities. Makes timely and well considered decisions.
<b>Resilience to change and challenges</b>	Is open to change and embracing new developments/initiatives, adapts well in new and unfamiliar situations responding to changing plans quickly, works independently without direction, is resilient and copes well in emergency situations.

## What do we offer you?

In addition to a competitive salary, our benefits include:

- 25 days annual leave plus statutory bank holidays (pro rata and accrued according to number of shifts worked)
- Once you join us, you'll be eligible to benefit from "Charity Discounts" where you can enjoy reductions from lots of differing retailers and service providers.
- An opportunity to 'cash in' one weeks leave per year.
- Employee assistance scheme that is also available to your immediate family.
- Sick pay entitlement after one-month service.
- Free on-site parking.
- Pension Scheme: we contribute to a pension scheme along with your personal contributions.
- Death in Service benefits: payments made to your beneficiaries should the unthinkable happen.



**All our employees require a DBS criminal record check. We will do this for you.**

**We reserve the right to close this vacancy early if we receive a sufficient number of applications.**

**Camphill Village Trust is an Equal Opportunities employer.**

## About the charity

Camphill Village Trust is an award-winning national charity supporting adults with learning and other disabilities. We provide housing, care and support, and day opportunities across our nine communities in England. We enable people to lead safe, healthy, happy lives and to be active citizens.

### Our vision

**To see more people with learning and other disabilities lead a life of opportunity**

### Our mission

**To empower the people we support to lead more connected and fulfilled lives and make informed life choices**



## About Taurus Crafts and the service

Taurus Crafts provides work and training opportunities for the people we support, developing new skills, building confidence and enabling people to participate actively in the community.



At Taurus Crafts, people we support are involved in all aspects of our award-winning centre. Trainees serve in our shops and develop their hospitality skills in every area of our café. Our beautiful, artisan gifts and imaginatively designed cards are made by people with learning disabilities as is the crockery we use in our café, which is hand-thrown in our pottery at our nearby Grange Community.

We have many functions and events throughout the year hosting markets where we sell products made by the people we support. Ranging from crafts, food, cards and jewellery. And at Christmas host our popular Christmas Market selling beautiful hand made baubles, wreaths and a great selection of gifts.



Work is an important part of adult life.

A work experience placement with us offers a range of vocational pathways in a working environment to give the opportunity to learn new skills. These include customer service, hospitality, retail and site maintenance.

It will; increase confidence and self-awareness, build essential transferable skills and give a taste of real working environments.



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