

# Job Description



<b>Job Title:</b>	Assistant Café Manager / Cook
<b>Location:</b>	Various: Including Alyn Waters (Wrexham) & Buckley
<b>Responsible to:</b>	Café & Conference Manager
<b>Responsible for:</b>	Catering Staff
<b>Number of hours per week:</b>	35 hours per week
<b>Salary:</b>	£22,251 (£23,840 FTE)

## Purpose of the job

To support the day to day running of our Café Cyfle sites in Alyn Waters and Buckley Town Centre Duties will include preparing and cooking food in kitchen to high standards, with the emphasis on homemade/home-cooked, and deputising for the Café Manager in their absence. The role will also include supporting and training the work opportunities clients in the Café, helping to run the conference room, and any catering requirements of this and supporting the delivery of successful events and workshops and community-based projects.

## Summary of Main Responsibilities

### Day to Day Operations

- Supervise catering assistants on food and drink preparation and storage and proper use of equipment.
- Maintain excellent levels of communication with the café team.
- Prepare and cook menu items to Caffi Cyfle brand specification to maintain quality standards.
- Train and raise awareness on food allergens and how to make customers aware of these.
- Follow policy on sustainability of produce and ethical requirements of food.
- Liaise with local suppliers and plan menus around seasonality with the manager.
- Maintain and update hygiene records of daily, weekly and monthly tasks.
- Suggest new menu items based on seasonality and customer feedback and help plan menus.
- Provide excellent customer service and nurture friendly relationships with customers to increase loyalty and boost our reputation.
- Agree to and work towards budgets, as directed by the manager.
- Monitor and report low stock levels to ensure full availability of menu items and order stock as needed in the Manager's absence.
- Complete administration and paperwork as required.
- Liaise with customers, employees, suppliers, licensing authorities and sales representatives.

- Provide mentoring support to work opportunities participants and provide supervision and instruction on daily duties.

### Maximise Profits

- Replenish the merchandise for sale in the café to maximise sales.
- Receive deliveries of stock, ensuring that all stock is delivered as specified by the supplier.
- Ensure that damaged stock and incorrect items are reported to the supplier within 48 hours.
- Aim for zero waste and accurately record waste that is unavoidable.

### Workshops / Functions /Events (where required)

- Assist with appropriate room set-up.
- Prepare and serve food and beverages as required.
- Cleaning of rooms and equipment following any workshops, functions or events.

### Health and Safety

- Ensure safe use of machinery and equipment to minimise any risk of injury.
- Ensure compliance with licensing, hygiene, health and safety legislation and adhere to company risk assessments and guidelines.
- Promote a safe working environment, following good housekeeping practices, ensuring all Café areas are clean and tidy.

### Other Duties

- Assist with promoting and marketing the Café and support with events as required.
- Work with other colleagues from Groundwork and Refurbs on other projects that may include the Café's as a base.
- In addition to the above, the post-holder may be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope of the appointment, in discussion with the Cafe & Conference Centre Manager.
- Attend essential training courses as required.

## Person Specification

	Essential	Desirable
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• At least 2 years' experience of working in a similar role.</li> <li>• Knowledge of and experience in preparing and cooking food.</li> <li>• Knowledge of up to date hygiene regulations and must hold a minimum of level 2 food hygiene certificate.</li> <li>• Professional Cookery level 2 or equivalent.</li> <li>• Food and Drink Qualification level 2 or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of safer food better business pack.</li> <li>• IOSH Working safely level 2</li> <li>• First Aid at Work</li> <li>• Level 3 Safeguarding Qualification</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Possess good people skills and communication skills.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to provide mentoring support to work opportunities participants and to provide supervision and instruction on daily duties.</li> <li>• Commitment to equality and diversity.</li> <li>• Experience of supervising groups and individuals.</li> <li>• Ability to motivate others.</li> <li>• Ability to explain and train others in own work task and duties.</li> <li>• Experience of working with people with disabilities and multiple barriers.</li> </ul>	
<b>Judgement &amp; Initiative</b>	<ul style="list-style-type: none"> <li>• Possess excellent organisational skills to enable effective running of the Café.</li> <li>• Ability to work as part of a team.</li> <li>• Confident, enthusiastic and self-motivated.</li> <li>• Ability to give advice, and to solve problems with tact and diplomacy.</li> <li>• Ability to plan and prioritise workload effectively to meet daily needs of the Café.</li> <li>• Ability to generate ideas for new menus, marketing, events and initiatives.</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Ability to work with individuals at a variety of levels, internally and externally and in a range of organisations.</li> <li>• Ability to represent the organisation professionally to internal and external customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate through the medium of Welsh.</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Ability to manage café budgets and stock.</li> <li>• Demonstrate experience of working in a café environment or similar.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate the qualities in line with Groundwork North Wales' values.</li> <li>• Full driving licence.</li> <li>• Appreciation and understanding of Welsh heritage and culture.</li> </ul>	