

CAFÉ MANAGER

Salary: up to £32,000 per annum

Hours: 37.5 per week

Excellent benefits: Enhanced holiday & sick pay, free on-site parking, healthcare cash back scheme, free on-site gym, employee wellbeing & assistance program, 7% pension contribution.

Overview: We are seeking a dynamic, energetic and experienced Manager to continue developing our vibrant on-site café and social space 'The Hive'. Based at our beautiful site in Godalming, Surrey, this is a fantastic opportunity to drive forward an exciting service for our busy, hungry and inspirational community at The Meath. The Hive Café aims to champion social inclusion, sustainability, great food and fun!

Can you help us continue to build our Hive Café?

Job Purpose: You will be an experienced, proactive, supportive and organised Manager who will get The Hive Café buzzing and be a champion for great customer experience and inclusion. You will encourage the people we support to take an active role in the running of The Hive Café while embracing opportunities to engage members of the community.

To plan, coordinate and deliver, together with The Hive Café team, all operational, managerial café duties. You will ensure that the café delivers a great customer experience, keeps to budget and is fully compliant with food standards requirements, together with adhering to in-house financial and reporting procedures.

In addition to ensuring the smooth day to day delivery of the Hive Café, you will co-ordinate sessions for the people we support to be enabled to prepare and serve food and drink at our café and take part in a range of exciting twilight and regular evening and weekend activities/events within The Hive Café.

Key Responsibilities Include:

- Responsible for the planning and implementation of The Hive's daytime, evening and weekend activities/events (as a guide, expectations are for alternate Saturday morning opening, one weekday twilight session per week and 1 monthly regular evening events, these will be delivered with the support of The Hive Assistant and volunteers).
- Delivery of a range of meaningful and impactful Hive activities, utilising skills of The Hive Assistants and Volunteers.
- Responsible for the daytime café offer of food and drink which will be delivered in collaboration with the people we support, Occupational Therapy/Skills Centre Team, Hive Assistant, and volunteers.
- Scheduling of staff and Volunteers. Support regular 1:1s and a structured appraisal system, understanding and recognising their development wants and needs to ensure the success of their progression within the organisation.
- To liaise with the Head of Marketing to take up opportunities for collaborative work with like-minded community organisations, with a view to building our support base and bringing new potential service users to The Meath.

- To work closely with the Volunteers and manage the Café Assistants, to deliver an excellent user experience for the broad range of stake holders; this includes the people we support, who wish to develop their skills through catering and customer service opportunities and customers require a pleasant café experience.
- To lead on Café provision, menu planning, social event planning.
- To ensure best working practices of the café and that the café is compliant with all H&S and Food Hygiene regulations.
- To ensure that The Hive Café is run within budget and income, expenditure and sales are recorded appropriately for reporting.
- To take responsibility for the handling of monies and liaison with the Finance Team.
- To serve and support others to serve at The Hive with a positive and enabling attitude
- The day to operational needs of The Hive will vary, but it is expected that approximately 20-30% of time will be spent on administration/planning, with the rest of the time delivering service/supporting your team.

Essential Qualities:

- Positive attitude and the desire to develop and showcase the skills of the people we support
- Team Worker and not afraid to 'roll your sleeves up'
- Excellent verbal and written communication skills
- Ability to enthuse others and strive to develop and deliver quality and breadth of service.
- Strong communicator and ability to maintain a motivated team.
- Ability to work effectively with a broad range of stakeholders including volunteers
- Creative vision and flair, combined with organisational skills
- Ability to problem solve and implement measures for continuous improvement
- To lead by example with excellent customer service, and champion the ethos and values of The Meath.
- Ability to work to budget and maintain accurate records

Essential:

- Experience of working with people who have disabilities
- Willing to undergo DBS Check
- Experience of leading a team
- Catering Experience
- Proficient in I.T

Desirable:

- Full Driving Licence

Inclusivity & Diversity: We recognise that all our colleagues are uniquely different and bring their own originality creativity, and identity to work. We encourage people from all backgrounds to be part of our charity in supporting our inspirational residents.

Our values are embedded into our culture here at The Meath, designed by our team, and how we live our every day:

We are **COLLABORATIVE** – We are trusting, We achieve more together, We communicate

We **CARE** – We are person-centred, We are respectful, We are skilled & knowledgeable

We are **PROUD** – We work as a team, We take pride in the people that we support, We take pride in our community

We are **INCLUSIVE** – Everyone is important, Everyone has a voice, Everyone is welcome

We **EMPOWER** – We are creative, We are positive, We support individual development & achievement