

Job Description – Underhill Hub Café Manager

Our Café Manager:

Our Underhill Hub Café Manager will be responsible for all aspects of the Café operations. They will be involved in the set-up of the Café and establishing it as an excellent new refreshment facility in Mumbles. This will include creating menus which will serve existing park users as well as attracting new customers, recruitment and training of a team of part time staff and volunteers, establishing the processes required for the day-to-day operations and compliance with health & safety and EHO requirements at a five-star level.

We envisage the person appointed will have run a similar operation (food, beverage & alcohol) and will enjoy being face to face with customers. They will need to hold a personal licence and the appropriate level of hygiene qualifications to run a professional kitchen.

The role will be hands on, and the person will need to be able to prepare and serve dishes to the public, creating casual dining menus for the seated service and a simplified take-away menu for the hatch service. As the coffee and beverage side of the Café will be a large part of the operation, our Café Manager will ideally have barista skills.

The Cafe Manager will need to work closely with the Underhill Development Manager both in co-ordinating the Hub activities and catering offer and in generating and following through on ideas for growing the business. As one of the main faces of Underhill Hub, they will need to have strong personal skills and be able to manage a small team of staff and volunteers.

Expectations of the role:

We are hoping to appoint the Café Manager to join us in early 2023, prior to the opening of the new Underhill Hub. The kitchen & servery supplier will be installing the equipment as per the plan during the early part of this period and our Café Manager will therefore play a key role in completing the set-up of the operation, prior to the full opening.

January – April 2023

Initially, the focus for the Café Manager will be on ensuring all processes, EHO and health and safety are in place. Initial menus (both Café and takeaway) will need to be finalised, relationships with suppliers established, and POS system set-up. Part-time staff and volunteers will need to be trained. A soft opening period with invited guests will enable the menus and operational aspects to be tested and adjusted.

April 2023 on

Once fully open, the role will evolve and be hands-on preparing food and serving with assistance from other part-time staff. The person will need to manage a small team and be responsible for ensuring the Café provides a high standard of food and beverage in a well-maintained environment which offers a warm and friendly atmosphere.

Job Title:	Underhill Hub Café Manager
Duration of post:	Permanent
Working hours:	40 hours Hours to be worked flexibly, with the post holder required to work most weekends plus some evenings as determined by operational requirements.
Responsible to:	Underhill Development Manager
Location:	Underhill Park, Mumbles, Swansea
Salary:	£22,000 - £25,000pa, depending on experience + 3% pension contribution

Roles and Responsibilities

Main Purpose:

Development and management of the Underhill Hub café, directly preparing food and beverages for customers, and working with the Underhill Development Manager to deliver a vibrant and successful operation which meets with the commitments made to the main funding bodies and the needs of the local community.

Specific Responsibilities:

As this is a new role in a new operation, the following anticipated responsibilities could evolve, and the person appointed will be expected to take on any other tasks which emerge as the role and operation develop.

- Manage the day-to-day operation of Underhill Hub Café, ensuring it runs efficiently and smoothly to provide an excellent experience for all customers
- Develop and maintain a pleasant and welcoming environment for the customers of the Café and takeaway facility.
- Provide a food and beverage service which maximises the income generating potential of the operation
- Ensure our menus reflect customer requirements, adjusting them to reflect seasonal changes and important calendar dates
- Directly prepare and serve food and beverages to customers
- Ensure all staff are trained on customer service and practical skills required (Barista, food prep and hygiene)
- Ensure the kitchen, servery and public areas of the café are cleaned and maintained to comply with EVH 5* requirements
- Manage food and beverage suppliers, developing links with those offering local products wherever possible
- Maintain accurate and up to date financial records
- Maintain correct stock levels and stock rotation
- Oversee a customer feedback system on the cafe, responding to comments as needed
- Report to the Underhill Development Manager on customer feedback, sales and cash management
- Create staff records on training and HR requirements

- Develop and manage rotas for part time staff and volunteers
- Maintain a record on hours worked for input to payroll
- Maintain an accident file and ensure first-aid processes are adhered to
- Ensure all health and safety requirements are met, including PAT testing, maintaining a risk assessment register, fire alarm testing and maintenance of fire defence equipment

Experience, Skills and Qualifications

Experience in:

- Managing a Café operation
- Managing staff
- POS system and day to day cash management
- Managing stock, ordering and suppliers
- Creating menus
- Basic IT Skills

Knowledge & Skills

- Excellent communication skills and a team player
- Ability to work under pressure and multi-task
- Barista skills
- Preparation and serving café style food and beverages
- The ability to communicate through medium of Welsh is desirable

Qualifications

- Personal licence – either existing or willingness to secure
- Hygiene certificates to required levels

Personal attributes

- Passion for Underhill and the potential of the development
- Self-management and motivation
- An eye for operational detail
- Prepared to roll up your sleeves and get stuck in
- Flexible and approachable

Employment Terms and Benefits

- Hours to be worked flexibly, including most weekends and some evenings, with 2 days off each week
- You will be a designated key holder and may get called out at unsociable hours, to attend an emergency
- 28 days holiday, including bank holidays, some of which you will be required to work
- 3% pension contribution

Please note that the successful applicant will need to agree to be DBS checked