

Job profile

Job title	Cafés manager
Reports to	Chief executive
Responsible for	Student staff
Salary	£38,746

Job purpose

The postholder will be responsible for the management and operation of our social enterprise activity in our two cafés, including the co-ordination of supervision, staffing, cleaning, development and promotion, and delivery of excellent standards of service.

Duties

- Provide excellent customer service by ensuring that the outlet is run in accordance with service standards.
- Maintain high standards with regard to health and safety, the Food Safety Act and other relevant legislation.
- Ensure other supervisory staff have clear direction and targets to achieve, and that they are trained to a level appropriate to the work activity.
- Lead, motivate and develop staff, to be aware of and implement the Union's policies and procedures, to set clear and measurable objectives for team members and to carry out coaching and performance management as and when required.
- Organise the shift patterns to reflect the expected levels of business and to ensure the staff are aware of their working times and responsibilities.
- Ensure the Union's resources are effectively deployed in terms of running the business and communicating the activity and purpose of the services to the members.
- Control the business to ensure a financial performance within agreed budget targets and to assist in the upkeep and development of the administrative and EPOS systems, to be responsible for stock management, ordering, and safe storage, and to ensure that stock levels reflect the expected level of business.
- Ensure that the outlet is operated in a safe and clean manner and that food hygiene and due diligence procedures are maintained at a five-star level when assessed by the local authorities.
- Develop creative and innovative promotional activity and promote great value perception from customers and to ensure excellent levels of customer service are consistently maintained.
- Ensure that the outlet is well maintained and that all equipment and fixtures are always in a good state of repair.

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications

- Qualification in catering or relevant experience in a similar environment
- Hazard Analysis and Critical Control Point (HACCP) and Control of Substances Hazardous to Health Regulations (COSHH) training
- Food safety training
- Training certification or experience (desirable)

Professional experience

- Working in food and drink service including counter service operations (minimum two years, turnover greater than £50k per annum)
- Management position that includes responsibility for at least ten staff
- Working within financial targets and understanding of basic profit and loss reporting
- Menu development including costing and margins
- Stock management and ordering processes
- Opening a new business (desirable)

Knowledge, skills and abilities

- Food hygiene regulations
- Health and safety regulations
- Excellent organisational skills including managing conflicting priorities and a diverse workload
- Able to take on responsibility for delivering tasks to ensure targets are met
- Able to communicate and work effectively in a team and using own initiative
- Excellent inter-personal skills including being able to clearly communicate with other staff members at all levels
- Excellent attention to detail
- Excellent IT skills including Microsoft Office and case management systems
- Excellent time management skills

Personal attributes

- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences