

Job description

Job title:	Assistant Café Manager
Reports to:	Mudlarks Garden Café manager
Location of job:	Mudlarks Garden Café - Hertford
Full-Time:	5 days a week (Tuesday – Saturday, 9am – 5pm)
Salary:	£24,600

Main purpose of job: To assist the café manager in all aspects of the day-to-day café operation, including staffing, equipment, purchasing, facilities, health and safety, customer care and administration, to create an environment that is welcoming to customers, and supportive to staff and volunteers with learning disabilities and mental health concerns.

General requirements

- To understand fully, and have a commitment to, carrying out the aims and objectives of Mudlarks Community Garden of which Mudlarks Garden Café is part.
- To work within the Mudlarks' policies and procedures to provide a high quality of service and in particular to always have a high regard for the organisation's Equal Opportunities Policy.
- To act in accordance with the Data Protection Act (1998).
- To act in accordance with the Health and Safety at Work Act (1974) and the organisation's Health and Safety policy statement.

Specific duties and tasks

- To set and maintain the highest standards of customer service in the café.
- To support the manager in organising the café staff team (including creating staff training plans with regard to food handling and HACCP procedures) and in organising staff and volunteer rotas.
- To assist the manager in the presentation of the food and beverages offered for sale.
- To support and train the people involved in Mudlarks activities, including people with learning difficulties, students on work experience, people with mental health concerns, and other volunteers. This requires dealing with individuals who may exhibit some challenging behaviour.
- To work with the Mudlarks project manager on other projects as required which will include working outside of café opening times.

Health and Safety

- Comply with all health and safety policies, measures, and legislation.
- Ensure your own safety and those with whom you are working.
- Support the implementation of the café's food safety management plan (Safer Food, Better Business) in accordance with HACCP standards.
- Assist with Risk Assessments where required.
- Apply first aid, when necessary, appropriate to your skill level.
- Report all safety matters to the café manager.

Financial management

- Operate the till and take receipt of payments.
- Ensure all cash, cheque and credit card transactions are completed according to company directives.
- Bank payments, as requested by the café manager.

Job description

Café management

- Deputise for the café manager, as necessary, in the day to day running of the café.
- Ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures.
- Maintain the cafe in good, clean and serviceable order.
- Notify the café manager of any site problems.
- Saturday cover and shifts cover when café manager is on annual leave.

Additional requirements

- To keep up to date with changes in policies/laws/regulations/practices and implement them in the Mudlarks ethos in all aspects of Mudlarks.
- To safeguard the long-term future of the charity.
- You may be required to carry out other duties, as within your capabilities and level of responsibility, in order to meet the needs of the organisation.

Person specification

Education and training

Essential

- A good level of literacy, numeracy, and communication skills.
- Basic First Aid Certificate (or to be obtained as soon as practicable).
- Food Hygiene Certificate, level 2 (or to be obtained as soon as practicable).

Desirable

- Training and qualifications in catering and/or retail.

Skills and abilities

Essential

- Ability to think logically and creatively to provide practical solutions to a changing range of problems and issues.
- Ability to deal with challenging behaviour.
- Ability to work positively both as a member of a team and independently, with general direction and within a clear framework of accountability.
- Self-motivated and able to use own initiative.
- Good verbal communication skills.
- Ability to work under pressure.
- Willingness to be flexible.

Desirable

- Written communication skills necessary to present information in written reports and correspondence.

Experience and knowledge

Essential

- Experience is working within the hospitality sector
- To have a keen interest in, and experience of, one or more of the activities undertaken at Mudlarks.
- Experience of working with people with learning difficulties and/or mental health concerns.

Desirable

- Catering/retail experience.

Email CV: admin@mudlarksgarden.org.uk