

JOB DESCRIPTION

Job Title:	Café & Lego Activity Manager
Salary:	£22,500 - £26,000 per year FTE (Dependent on experience)
Job Type:	Full-time/Part-time (would be suitable for job share)
Work Schedule:	Number of hours to be agreed
Work Location:	Bingley Town Centre premises

Purpose of the post

The Café & Lego Activity Manager will take responsibility for running the catering and daily operations of our Café. You will work alongside our Social Enterprise Coordinator, volunteers and staff to provide healthy, good quality food at a reasonable price to the local community in Specialist Autism Services Café & Lego Activity setting.

Manager responsibilities include scheduling shifts for volunteers and staff, monitoring daily expenses and revenues and ordering supplies as needed. Ultimately, you will help increase profitability and customer engagement and turn our café into a favourite local spot.


Experience

- Experience of working in a café environment (Essential)
- Experience of working in hospitality (Essential)
- Experience of working within customer service (Essential)
- Supervising experience (Desirable)
- Experience of working in a Lego environment (Desirable)
- Experience of working within a catering environment in a managerial role (Desirable)
- Barista experience (Desirable)

Requirements and skills

- Good organisational skills including prioritising and delegating
- Excellent communication and customer service skills
- Passionate about delivering a high-quality food and drink offer
- Enjoys multi-tasking in a busy, fast changing environment
- Good administrative IT skills for recording day to day financial transactions
- Positive about embracing challenge and change, open to experimenting and fresh ideas
- Enthusiasm, and the ability to motivate others

Working for and with adults with Autism across Yorkshire

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- Able to hold the team to account in a supportive and effective way
- Responsive to feedback with a can-do attitude, positive and energetic
- Willingness to take ownership of tasks and be self-reliant
- Flexible approach
- Can make decisions quickly and effectively whilst under pressure
- Excellent culinary skills with great attention to detail
- Availability to work within opening hours, including weekends and holidays

Benefits

- Fun working environment
- Pivotal in creating a new venture
- Company pension
- Employee Wellness Programme
- On-site free parking


Licence/Certification

- Food hygiene qualification (essential)
- Level 2 Food Hygiene Certificate (desirable)
- Driving Licence (desirable)
- Additional certification e.g. in Business or Hospitality (desirable)

Responsibilities

- To oversee and work within a busy café establishment leading the day-to-day operations and café functions such as preparation, planning, hygiene and customer service
- Manage day-to-day operations of the café & Lego area including the preparing of, and the service of, quality food and drinks
- Train employees and volunteers on drinks and food preparation and proper use of coffee equipment
- Coordinate with vendors and order supplies, as needed (like takeaway cups, coffee, milk and other food ingredients)
- Maintain updated records of daily, weekly and monthly checks, revenues and expenses
- Add new menu items based on seasonality and customers' preferences (for example vegan coffee drinks)
- Advise staff on the best ways to resolve issues with customers and deliver excellent customer service
- Ensure all café and Lego areas are clean, tidy and safe – and meet regulations
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Liaise with the Social Enterprise Coordinator and Board of Directors on commercial opportunities
- Ensure consistency and quality of products served within the café

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- To work alongside Specialist Autism Services' Finance Team to manage the financial sustainability of the Café
- Maintain Health and Safety and Food Hygiene standards
- Ensure that all volunteers and staff working within the Café are compliant with health and safety, food hygiene and other policies at all times
- Maintain stock levels and stock rotation, ensuring wastage is minimised and recorded
- Monitor daily expenses, revenues and produce a weekly receipts sheet for the Finance Manager
- Process and record the café finances
- Provide excellent customer service, creating an environment which is welcoming to all

Supervision

- Successfully complete the induction process within the 6-month probation period.
- Attend Continued Personal Development meetings/Appraisal on a yearly basis
- Attend meetings, 6 monthly reviews.

Other Duties

- The background of the post holder will be taken into account in respect of the above responsibilities to ensure full advantage is taken of any specialist training, qualifications, skills or knowledge.
- The post holder will refrain from acting in a manner which in any way endangers themselves, Specialist Autism Services members, fellow employees or the public.
- The post holder will avoid any behaviour which discriminates against fellow employees, potential employees or Specialist Autism Services members on the grounds of sex, marital status, race, age, colour, nationality, ethnic or national origins, sexual orientation, religion or disability.
- The post holder will refrain from smoking in any area and at any time not designated as a smoking area or at a suitable and agreed smoking break.
- The post holder will abide by all Specialist Autism Services current policies and procedures in accordance with current legislation.
- This job description may be adjusted according to the developing service needs in conjunction with the post holder.

Terms and Conditions of Service

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Special Conditions: 6-month probationary period.

Annual Leave: The annual year runs from 1st April to 31st March. The entitlement is up to 34 days per full leave year (pro rata) including statutory and public holidays.

Rehabilitation of Offenders

Due to the nature of the work, this post is exempt from the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Applicants for the post are not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act and in the event of employment, any failure to disclose such convictions could result in disciplinary action or dismissal by the Board of Directors of Specialist Autism Services. All information will be treated with the strictest confidence.

Applicants will not necessarily be precluded from employment where a previous criminal record exists, but this will be taken into account when considering the suitability of an individual in working with this potentially vulnerable client group.

DBS Checks


An Enhanced DBS (Disclosure and Barring Service) Check will be undertaken if successful for the role.

Data Protection Act 1984 and Confidentiality

You are bound by the requirements of the Data Protection Act 1984 and any breaches of the Act or the Confidential nature of the work of this post could lead to dismissal.

Note: This job description is not restrictive or definitive in any way and should be regarded only as a guideline to the duties required and may be amended in the light of changing circumstances following consultation with the post holder. The job description does not form part of the Contract of Employment.

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