

## JOB DESCRIPTION

<b>Post Title:</b> Learning Cafe Manager		<b>Director/Service/Sector:</b> Stronger Communities/ NCT		<b>Office Use</b>		
<b>Grade:</b> Band 4		<b>Workplace:</b> NCT Hubs (County Wide)		<b>JE ref:</b> 4401		
<b>Responsible to:</b>		<b>Date:</b>		<b>Manager Level:</b>		
<b>Job Purpose:</b> To manage the daily operation of Community Hub catering outlets, ensuring a professional, customer orientated service, supporting a teaching and learning provision.						
<b>Resources</b>		Staff	Hub Support Assistants, Apprentices and Work Experience Placement Holders			
		Finance	Cash Handling using Epos till systems in cafe and bar areas. Responsible for the collection and security of monies relating to the service, provision ordering not in excess of £100K			
		Physical	Shared responsibility for the careful use of equipment and working in a catering environment			
		Clients	All building users including Elected Members, Senior Officers, Partner Organisation teams, Staff, Members of the public, Volunteers, Learners and Work Experience Placement holders			
<p><b>Duties and key result areas:</b> Carried out in accordance with the specification for Catering Services, the Catering Operations Manual and normally under the general direction of a senior colleague: These include but are not restricted to:</p> <ol style="list-style-type: none"> <li>1. Plan, organise and deliver a catering service that meets the expectation of the community hub users</li> <li>2. Operational control of the catering outlet, ensuring HACCP principles, RA, SWP, COSHH Assessments and catering procedures are followed and kitchen resources are used effectively and efficiently.</li> <li>3. Ensure all products are prepared, cooked, presented and served in line with recipe cards and menu specifications for the cafe, hospitality and events</li> <li>4. Ensure allergen and labelling processes are accurately completed in line with current legislation, and service standards.</li> <li>5. Direct the work of the team to ensure all service areas are adequately staffed, including the wider team as needed.</li> <li>6. Responsible for stock rotation, standards, ordering, receipting, safe storage, stock control and stock taking for Learning Cafe.</li> <li>7. Ensure all provisions are purchased through the department nominated suppliers and procurement system.</li> <li>8. Work with the Service Lead to ensure departmental budgets are managed in line with spend</li> <li>9. Assist with the administration, collection, reconciliation, banking and security of monies relating to the service</li> <li>10. Use of EPOS till system, card machines, including reporting and basic management of the back office system.</li> <li>11. Responsible for the ordering of stock, safe storage of goods, stock controls, stock taking and processing PO and invoices for payment.</li> <li>12. Support the provision of a teaching and learning environment for work experience placements, internships and apprenticeships as required</li> <li>13. Take responsibility during core service times by directing the work of the team</li> <li>14. Ensure high cleaning standards are maintained in all service areas, and staff are trained using RA, SWP and COSHH assessments to complete specialist or catering specific cleaning tasks</li> <li>15. Ensure equipment is fit for purpose and properly maintained, reporting any defects to the Community Hub Coordinator/Catering Event Service Lead for repairs</li> <li>16. Ensure compliance to all NCC Hygiene, Health and Safety and financial regulations</li> <li>17. Responsible for reporting of staff absence, return to works, 1 to 1's and appraisal for team members, and support with recruitment and selection</li> <li>18. Maintain effective working relationships with external suppliers and representatives, including tutors, support worker and colleagues from other organisations.</li> </ol>						

19. Line manage a team of Hub Support Assistant, Apprentices, Work Experience and Volunteers, by delegating daily tasks to ensure the smooth operation of the community hub and Learning Cafe.
20. Assist with opening and closing of the Community Hubs, including basic checks of the building, setting alarms and locking up.
21. Attend training sessions as and when required.
22. May be required to cover at other sites and any other duties appropriate to the nature, level and grade of the post.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### Work Arrangements

Transport requirements: Working pattern: Working conditions:	Own Transport Includes occasional evenings and weekends as required
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## PERSON SPECIFICATION

<b>Post Title:</b> Learning Cafe Manager	<b>Director/Service/Sector:</b>	Ref:4401
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
Intermediate Food Hygiene Certificate NVQ 2 Food Preparation and Cooking Extensive knowledge of Catering Operations, health and safety legislation and relevant procedures Basic income management and budget control Basic IT knowledge Basic literacy and numeracy	NVQ 3 Hospitality Supervision/Professional cookery/Customer Service IOSH Level 3 – Managing health and Safety or equivalent	
<b>Experience</b>		
Experience of general kitchen duties Experience of staff supervision and managing team performance Experience of working with the public and an understanding of customer service HACCP system experience Experience of cash handling and EPOS till systems Hospitality catering Basic computer skills, including emails	Experience of working with a wide range of individuals with different abilities Experience of using a Barista Style Coffee Machine Experience of supporting others on work experience placements Large event experience Bar Service and Licencing Legislation	
<b>Skills and competencies</b>		
Manual skills associated with food production, room setups and manual handling		

Ability to organise self and work with minimal supervision Basic numeracy and literacy skills Physical skills related to the work Customer care skills A commitment to undertake job related training and personal development		
<b>Physical, mental and emotional demands</b>		
Regular need to lift and carry items of a moderate weight Ability to work in a commercial kitchen environment Flexible approach to work times which may occasionally be subject to variation Flexible approach to nature of duties performed Post holder may be required to undertake duties of lower graded staff at times		
<b>Other</b>		
A commitment to providing a quality service to customers		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits