

Job Description

Community Co-ordinator (Learning Café Manager)

Reference: 4401

Date: April 2026

Job Family:	Community Services – Community Connectors
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

The Learning Café Manager leads and delivers the day-to-day catering operation within the community hub, providing a high-quality, welcoming and well-managed café service. At times this includes event catering, buffet lunches and bar service too. The role also supports learning opportunities for work experience placements and learners, helping them gain practical skills, confidence and real-world experience in a catering environment.

Service Purpose

The service exists to create safe, resilient, and thriving communities by enabling coordinated and asset-based approaches that reduce inequalities, prevent escalation of need, and improve the life chances of residents. Working collaboratively with statutory partners, voluntary organisations, and local communities, the service supports neighbourhood-level solutions that strengthen connections, increase independence, and minimise unnecessary demand on statutory services. It leads the development and delivery of welfare support policies, community safety initiatives, and resilience programmes that help residents prepare for, respond to, and recover from emergencies or wider societal challenges. Through strategic collaboration with leisure providers and community partners, the service also supports the delivery of inclusive sport, active living, and community hub activities that promote wellbeing and widen access for all. Overall, the service acts as a strategic enabler, bringing partners together to deliver coordinated, preventative, and community-focused outcomes.

Duties and Responsibilities

Service Delivery and Catering Operations

- Plan, organise and deliver a high-quality catering service that meets the needs and expectations of Community Hub users, including café, hospitality and events.
- Ensure all food is prepared, cooked, presented and served in line with agreed menus, recipe cards and service standards.
- Maintain effective day-to-day operational control of the catering outlet, ensuring efficient use of kitchen resources.

Compliance, Health & Safety

- Ensure full compliance with HACCP, Risk Assessments, Safe Working Practices, COSHH, and all NCC hygiene, health and safety regulations.

- Ensure accurate allergen management and food labelling in line with current legislation and service standards.
- Maintain high standards of cleanliness in all service areas, ensuring staff are trained and competent in catering-specific cleaning requirements.
- Ensure catering equipment is fit for purpose, properly maintained and defects are reported promptly for repair.

People Management and Learning Support

- Line manage and direct the catering team, apprentices, work experience placements and volunteers, allocating duties to ensure effective service delivery during core service times.
- Manage staff-related responsibilities including absence reporting, return-to-work meetings, 1:1s, appraisals and supporting recruitment and selection processes.
- Support a positive teaching and learning environment for apprenticeships, internships and work experience placements.

Finance, Stock and Systems

- Manage stock control and procurement processes, including ordering, storage, stock taking, and processing purchase orders and invoices through nominated suppliers and systems.
- Support financial administration and budget control, including EPOS system use, cash handling, reconciliation, reporting and working with the Service Lead to manage spend.

Person Specification

Professional and Technical Requirements

Qualifications

- Hold or be willing to work towards relevant catering qualifications, including Intermediate Food Hygiene Certificate and NVQ Level 2 in Food Preparation and Cooking.

Knowledge, Skills and Experience

- Possess comprehensive knowledge of catering operations, food safety legislation, HACCP systems, and relevant health and safety procedures.
- Demonstrate experience of general kitchen duties within a commercial or hospitality catering environment.
- Have experience of supervising catering staff and managing day-to-day team performance.
- Have experience of hospitality catering, including large events, bar service and working within licensing legislation.
- Demonstrate experience of cash handling, EPOS till systems and basic income management.
- Have experience of stock handling, food preparation processes and use of specialist catering equipment, including barista-style coffee machines.
- Demonstrate manual and physical skills associated with food production, room set-ups and manual handling tasks.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.

- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

Disciplined - You follow processes, operating well within set standards, rules and guidelines.

Organiser - You make plans and are well prepared. You seek to maximise time and productivity.

Precise - You concentrate on detail and make sure everything is accurate and error free.

Efficient - You convert resources into results in the most efficient and cost effective way.

Responsible - You take ownership for your decisions. You hold yourself accountable for what you have promised.

Desirable

- NVQ 3 Hospitality Supervision/Professional cookery/Customer Service
- IOSH Level 3 – Managing health and Safety or equivalent
- Experience of working with a wide range of individuals with different abilities