

Job Description, Café Manager

Gilbert White & The Oates Collections

High Street, Selborne, Alton, Hampshire GU34 3JH



Job Title	White's Café-bar Manager – full time
Salary	£23-£25,000 per annum
Department	White's Café-Bar
Reports to	Directors
Purpose of job	To manage the smooth and efficient operation of White's Café-bar to generate profits to support the work of the charity. To lead on catering, business development whilst sustaining a distinctive and high-quality food and service offer that continues to grow our local and visitor customer base

White's Café-bar has been open for three years. During the Covid pandemic it became a focus for the community as a village shop and sold take away meals. Since reopening as a café, the offer has built steadily, catering as a café/bar with occasional evening opening and providing catering for events and private functions in our grounds and 16th century barn. White's now needs a strong manager to drive the business forwards, oversee operations, develop the offer, and increase footfall.

The general weekly working hours of this position are on a 5/7-day basis as required. However, long hours may need to be worked in case of events in the evenings or on weekends / holidays and time off in lieu given to compensate.

Responsible for:

1. Responsible for profitable running of White's Café-bar against set targets
2. Developing a distinctive food and drink offer based, where possible, on local produce/suppliers
3. Ensuring a high standard of service to meet the food and drink needs of museum visitors and continuing to grow the White's-only clientele
4. High standard of health and safety throughout White's operation
5. Developing the White's team
6. Maintaining a clean and smart personal appearance at all times

Duties and Responsibilities

1. Profitability and Targets



- Monitor profitability to achieve set targets
- Ensure customers receive high levels of customer service
- Maintain and grow a regular customer base
- Overall management of the White's operation
- Ensure food cost/gross profits are achieved by controlling food portion size whilst minimising waste

2. Food and Service Offer

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Menu development Working with the events team to deliver a catering service for events, functions and meetings in White's, the grounds and 16th century barn



Working with colleagues (including Garden Team, Bee-keeping Team and Brewery Team) to develop distinctive, Gilbert White food and drink offers



Ensuring that the highest level of customer service are communicated and embedded within the team



To make every customer's experience an enjoyable one and to use 'up-selling' skills at every opportunity

3. Management



Line management of the front of house team



Line management of the chef and working with the chef to develop a distinctive food offer based on local produce including from the kitchen garden



Line management of an additional shop and tap room team (from July 2022)



To assess and adjust, in conjunction with the management team, levels of staffing and to participate, where required, in the recruitment, appointment and termination of catering staff



To operate and control stocks and stock records and to ensure correct completion and submission of all appropriate returns and records to the target dates identified



Office and administrative management



Accountable for ensuring ongoing team communications, ensuring that all White's staff understand they are part of a "one team approach"



To ensure correct procedures are followed in the collection, handling and banking of cash, where appropriate



Overseeing ordering of food, drinks and consumables in line with the distinctive offer and sustainability policy



Work with the Marketing Team to develop promotion and special offers to entice customers to return



To work closely with the Museum Manager and Directors to support the aim and objectives of the business



Providing concise monthly reports for the Directors and Trustees

4. Health and Safety



Taking responsibility for the standard of cleanliness and hygiene of premises and equipment to the required standard

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- Accountable for COSHH, Food Safety, H&S, legal regulations, environmental policies and duty of care to customers and colleagues

- Work closely with other managers, checking and implementing standards on a daily basis

5. Training and Development

- Induct and regularly appraise new staff

- Train and develop staff by embracing their strengths and nurturing their weaknesses

- Working side by side with the chef to build a strong and committed team

- Ensuring staff have up to date food hygiene certification, alcohol awareness training etc.

- Lead on delivering our new organisation-wide sustainability strategy in White's, including developing menus based on the kitchen garden and local produce

6. Personal Hygiene & Appearance

Observe good personal hygiene and be of well-groomed appearance at all times, as detailed within our Food Hygiene Policy, setting a good example to all assistants. This include, but is not limited to, the following:

- Hair to be tied up

- Nails free from polish

- Clean clothes and apron

- Take responsibility for ensuring that all assistants observe the standards and procedures detailed in the Museum's Food Hygiene Manual.

Role Profile:

In the role the candidate must be able to demonstrate...

- A passion for service: warm, friendly, open personality with all-round communication skills.

- Ability to motivate and organise a team;

- A performance driven approach: able to operate and stay calm within a high-pressured environment through inspirational leadership;

- Taking the Initiative: takes responsibility, is committed to achieving growth by implementing a culture of quality, innovation, adaptability and challenging the norm;

- Respecting Commitments: able to effectively listen, and implement requirements;

- Able to act independently: can recognize independently where there is a need for action;

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Organisational Ability: high level of organizational talent and professionalism and able to successfully demonstrate skills in personnel management and employee motivation;

Qualifications and Experience:

The candidate will have appropriate training and work experience in a comparable facility, ideally with a high standard of food and service provision. They will have a proven track record of excellent organisational skills as well as leadership and management capabilities. A high level of communication skills is important. The ideal candidate is highly reliable, has very good stamina, is able to work under pressure and able to multi-task. Ideally qualified to NVQ Level 2 in Food Preparation or equivalent. Holds Level 2 Food Hygiene Certificate (minimum). Holds a personal alcohol licence or is willing to be trained to gain this qualification with a view to becoming the DPS at Gilbert White's House.

Desirable:

Drive for Results: Delivers Improved Performance

- Exerts strong financial control
- Exceeds targets, deadlines or expected performance levels
- Makes specific changes to own work or work methods to bring about improvements
- Is always looking for new opportunities to deliver improved performance

Resilience: Delivers Under Pressure

- Stays calm, doesn't panic.
- Self sufficient
- Shows conviction in own judgement and decisions
- Responds quickly under pressure, displaying a sense of urgency.

Embrace Diversity, Understanding and Respecting Others: Open to Different Ideas

- Is receptive to new and builds on others ideas and insights
- Listens to others and values their contributions
- Is open to learning about themselves and others
- Acts in an ethical and socially responsible manner

Developing Others: Creates Development Opportunities

- Provides developmental feedback, going beyond task completion
- Thinks about others' specific development needs and sets up appropriate experiences
- Encourages and rewards self-development in others
- Takes time to develop and encourage others' skills and abilities

Inspiring Others: Promotes Team Effectiveness

- Provides a clear sense of direction for the team
- Creates a can-do environment
- Rewards and recognises success
- Provides appropriate structure and gets the right people

Passion for Customers and Clients: Demands High Quality

- Asks questions to understand customer needs.
- Imposes new, different or higher standards of performance.
- Consistently sets demanding performance expectations
- Takes personal responsibility for correcting customer or client service problems.

Thinking Commercially: Breaks Down Problems

- Identifies tasks in order of importance.

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- Breaks problems into simple lists of tasks or activities.
- Organises parts of a problem in a systematic way.

Team Focus: Takes Time to Build Relationships

- Pursues friendly relationships with colleagues, customers and partners
- Make contact with colleagues across the organisation
- Share own knowledge and insight with range of people

Influence & Impact: Takes Action to Influence Others

- Displays drive and enthusiasm for aligning others' views with their own.
- Presents a robust case that considers the viewpoints of others.

During your employment you must:-

1. Comply with all lawful and reasonable instructions of the charity and carry out all duties diligently and to the best of your ability;
2. Do your utmost to promote the interests and reputation of the charity and refrain from making any false or misleading statement relating to the charity or its suppliers, clients; and
3. Take all possible care not to damage any of the charity's property or equipment

I have received and read my job description and understand that it acts as a guide to my duties and responsibilities.

Employee Signature: _____

Employee Name: _____

Date: _____