

Job Description



Job Title:	Reuse Centre & Café Manager
Location:	Repair & Reuse Centre Buckley (with travel to Wrexham and Flint)
Responsible to:	Enterprise Manager
Responsible For:	Café Staff and Volunteers in Wrexham and Flintshire
Number of hours per week:	40 - this will include evenings weekends and bank holidays
Salary:	£21,500

Purpose of the job

To oversee the day today management of the reuse centre and to provide the seamless running of Refurbs café services in the most efficient and effective manner, delivering to the highest possible standards of customer care, whilst being proactive in maintaining and improving sales. Refurbs cafés operate under the group brand of Caffi Cyfle and are located in Buckley, Flint and Wrexham.

Summary of Main Responsibilities

Service Offer

- Opening up and closing of the Reuse centre in Buckley
- Oversee the kitchen management and preparation and cooking of menu items, ensuring high quality food standards are maintained.
- Train and raise awareness on food allergens and how to make customers aware of these.
- Liaise with local suppliers.
- Suggest new menu items based on seasonality and customer feedback.

Staff Management

- Induct, train and direct Café Assistants and any additional staff.
- Ensure that the café staff provide a warm and welcoming environment, and that customer service is efficient and outstanding.
- Manage staff rotas, hours, holidays, and time sheets for the group of cafes.
- Ensure high levels of cleanliness and hygiene are always met.
- Maintain excellent levels of communication with the café team and broader Refurbs team.
- Ensure all staff are knowledgeable about Refurbs promoting it to customers and responding to customer enquiries.
- Carry out all tasks to ensure the smooth operation of the service area (ie. the serving of food, drinks and clearing of tables) always maintaining the highest possible standards.

- Carry out general tasks as required ensuring the smooth operation of the company (ie. clearing, dishwashing, replenishing of stocks)
- Assist staff to deal with customer complaints.
- Agree and implement actions to continuously improve the customer experience.

Maximising Profit

- Replenish the merchandise for sale in the café to maximise sales.
- Ensure all staff are proactively selling all products.
- Receive deliveries of stock, ensuring that all stock is delivered as specified by the supplier. Ensure that damaged stock and incorrect items are reported to the supplier within 48 hours.
- Aim for zero waste and accurately record waste that is unavoidable.

Finance

- Undertake closing, cashing up and banking procedures.
- Record all food and beverage sales accurately on the till to ensure the effective reporting of results.
- Undertake stock takes as required.
- Write the staff budget and monitor staff costs keeping within budget.

Health and Safety

Adhere to Health and Safety regulations and the organisations Health & Safety policy in accordance with its statutory regulations, in particular:

- Report accidents
- Ensure safe use of machinery and equipment to minimise any risk of injury.
- Take part in good housekeeping practices.
- Take reasonable care for health and safety of yourself and those around you who may be affected by your acts or omissions at work

Other Duties

- Work with the Marketing Manager to promote Caffi Cyfle and Refurbs
- In addition to the above, the post-holder may be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope of the appointment, in discussion with the Enterprise Manager.
- Attend training courses as required.

Workshops / Functions /Events (where required)

- Assisting with appropriate room set-up
- Providing high levels of customer service
- Serving food and beverages
- Cleaning of rooms and equipment following the workshop, function or event.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • GCSE English & Maths or equivalent • Excellent track record and significant experience of working in a similar role in café management 	<ul style="list-style-type: none"> • Food Safety in Catering level 2. • Barista Experience

	<ul style="list-style-type: none"> • Experience and knowledge of preparing and cooking food. • Experience of handling money • Relevant IT skills 	
People	<ul style="list-style-type: none"> • Excellent interpersonal skills for diplomatically handling staff and customers. • Commitment to equality and diversity. • Able to lead and motivate the team as well as being a team player 	
Judgement & Initiative	<ul style="list-style-type: none"> • Good business and commercial awareness for achieving successful performance. • Ability to cope under pressure, in a fast-paced environment. • Ability to multitask and show organisational skills to enable effective running of the café. • Confident, enthusiastic and self-motivated. • Ability to plan and prioritise workload effectively to meet daily needs of the centre and café. • Ability to generate ideas for new menus, marketing, events and initiatives to meet the Business Plan's income targets. 	
Communication	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to represent the organisation professionally at any level 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Resources	<ul style="list-style-type: none"> • Ability to manage cafe budgets and stock. • Ability to obtain quotes, record and ensure accurate records of expenditure. • Ability to interpret spreadsheets and other financial data. 	
Other	<ul style="list-style-type: none"> • Full driving licence. • Able & willing to take the role of first aider and fire safety warden • Ability to lift and carry food stuffs, supplies and ingredients up and down stairs. • Ability to work flexibly, unsociable hours and be available at short notice as required. • Appreciation and understanding of Welsh heritage and culture. • Appreciation and understanding of the importance of being sustainable and protecting the environment. 	