

<b>Job title:</b>	Cafe Manager	<b>Job Status:</b>	Permanent
<b>Position Type:</b>	Full Time	<b>Contracted Hours:</b>	40
<b>Location:</b>	The Climbing Hangar Swansea		
<b>Salary Range:</b>	£22,000 Per Annum	<b>Travel Required:</b>	No
<b>Date Posted:</b>	3 <sup>rd</sup> Sept 2020	<b>Posting expires on:</b>	13 <sup>th</sup> September 2021
<b>Reports to:</b>	General Manager & Head of F&B	<b>Responsible for:</b>	Café Staff Team

#### Job description

##### **ROLE PURPOSE**

To work with the Management and Café staff teams to ensure exceptional levels of customer service and Food Safety within the Kitchen and café areas of the Hangar; and to deliver a sustainable service which supports the growth of the service whilst maintain The Hangar Ethics & Values.

The right person for our Café Manager Role doesn't need to be a great climber, but they do need to be as passionate about great food and customer service, as we are about great climbing.

As Cafe Manager you will be working closely with our Head of F&B as well as the Centres Management Team to develop the site into a leading local food & beverage outlet. You should have an innate drive to continually improve and develop the performance of the The Hangar Café and be committed to further developing your café team.

You will be the main point of contact for both café staff and customers and will bring energy and enthusiasm to both your work at front of house and your management/ admin duties behind the scenes.

As Café Manager you should have an eye for detail; be able to plan for the catering of events and group bookings; and be responsible for prioritising and maintaining the highest standards of Food Safety and customer service from both yourself and your team.

You will be someone who can cultivate a supportive and creative kitchen team, who love to share ideas and pursue growth within the F&B sector of our fast-growing company.

You will have the freedom to develop exciting seasonal menus with a focus on local and ethical produce. Creativity is encouraged and you will be expected to take pride in your products; food options and champion local suppliers wherever possible.

##### **SPECIFIC DUTIES/ RESPONSIBILITIES**

##### **H&S AND HYGIENE MANAGEMENT**

- Ensure health, safety and hygiene practices are followed by the whole team in all F&B Areas
- Implement the HACCP, CCPs, PPE & COSHH as stated in General statement of policy
- Review and update the Cafe Risk assessment and H&S policy when required.
- Complete monthly H&S audits of kitchen and recording remedial actions taken
- Ensuring food handlers have had specific training in any CCPs that they are responsible for

- Improve the H&S standards in The Climbing Hangar Cafe
- Improve the food hygiene rating of the Climbing Hangar Cafe
- Ensuring cleaning schedules are drawn up and the kitchen is cleaned according to appropriate standards
- Ensure that the café equipment is maintained to a good standard; organize services and repairs; and report any issues with equipment to Food & Beverage Manger/ General Manager
- Utilise the equipment provided correctly and safely, and in accordance with The Climbing Hangar Health & Safety Policy
- Ensure you and the café staff team present in a way appropriate for kitchen shifts. For example, you must wear clean uniform with jewelry removed, no open toe shoes and hair tied up if possible.

### **CAFÉ SERVICE**

- Deliver exceptional levels of customer service and ensure this is a priority within the café staff team
- Promote The Hangar Values and ensure a welcoming service for our diverse customer base
- Work front of house- Handling, preparing and serving Hot & cold food & drink.
- Provide insights into improvements in service and preparation/ menu developments
- Act as a point of contact for both staff and customers at The Climbing Hangar Cafe during scheduled working hours.
- Ensure that the cafe is fit for service in respect of both food preparation and appropriate hygiene standards at the commencement and throughout the duration of your shift.
- Always ensure that food and drink is stored, prepared and presented according to appropriate hygiene standards
- Plan and deliver a range of internal and external events and activities that fit with The Climbing Hangar wider strategies and services. These may include catering for large scale competitions/ events; staff meetings; recruitment days; boot demos; and regular social events.
- The Cafe Manager will be expected to work in the cafe up to around 40 hours a week, including evenings and weekends.
- Assist with running of Centre when directed by reception staff or DM on duty. For example, answers telephone enquiries when instructed.

### **STAFF MANAGEMENT**

- Provide leadership and direction to the Cafe Team in excellent customer service, efficient food preparation, sustainable practice and stock control.
- Ensure staff carry out their roles according to their job descriptions and according to H&S legislation.
- Create a monthly Rota for all Cafe staff and manage staff absences and holidays.
- Ensure all staff complete their timesheets accurately.
- Develop staff performance standards and where required take performance management action with support from the GM
- Conduct probation reviews; quarterly staff chats; and annual appraisals with all café staff.
- Conduct all required recruitment and training of new Cafe staff with support from the Recruitment Manager and GM.
- Provide development opportunities for café staff in line with The Climbing Hangar Policies.
- Conduct quarterly staff meetings/workshops.

### **STOCK MANAGEMENT**

- Ensure that sufficient supplies for the effective running of the café are maintained at all times paying particular attention to peak service times and seasonal trends
- Ordering and product sourcing for the café menu in line with brand values, as well as ensuring suppliers are approved in respect of food safety.
- Ensure that wastage is kept to a minimum, within defined targets and is recorded accurately
- Create and maintain an efficient stock management system
- Ensure all Café team members are trained in efficient stock handling
- Investigate new sustainable product lines which improve GP and purchase/change stock orders as appropriate
- Create and maintain good supplier relations
- Conduct monthly stock takes and report to finance department
- Ensure that products are managed on kept up to date on RGP & menu boards

### **ACCOUNTS/ FINANCIAL MANAGEMENT**

- Ensure that daily record keeping and cash handling by staff is efficient and accurate
- Ensure that the Café meets financial targets set by the Food & Beverage Manager/ Board of Directors
- Work to budget and input into annual budget creation
- Ensure that the accounts are up to date on a monthly basis
- Ensure all supplier invoices are processed following correct procedures to ensure payment in a timely fashion

### **SALES & MARKETING MANAGEMENT**

- Update prices and maintain an effective GPR on product lines as supplier prices change
- Ensure stock is displayed and marketed to the highest possible standards
- Respond promptly and effectively to customer feedback
- Promote the Café through our website, social media and within the Centre
- Work with café crew/ Social Media Team to generate creative marketing solutions to promote F&B; ethically sourced produce; local partner businesses; and the catering of organised events.

### **REPORTING**

- Contribute to weekly trading summary meetings where required
- Complete Monthly Health & Safety Audits of the kitchen; café; and stock areas
- Complete stock wastage sheets & monthly stock reports and report to Accounts; General Manager; and Food & Beverage Manager
- Complete and oversee the accurate completion of the Due Diligence book in all areas of F&B, and ensure any required action is followed up.

### **ETHICAL SOURCING**

- Ensure all aspects of café service and operations move towards a better carbon footprint, and products are ethically sourced from companies whose brand values fit with The Hangar Brand values.
- Market and clearly communicate to customers and staff ethical sourcing measures
- Ensure effective waste and environmental waste management in the café

- Organise ethical food/ beverage events

#### **STRATEGY**

- Participate in strategic and business planning processes with the Centre Managers and Food & Beverage Manager

#### **PREFERRED SKILLS/ EXPERIENCE**

Candidates should hold a Level 3 Food Hygiene Certificate or be willing to undertake training to achieve this. They should also have experience of:

- Working within a catering environment in a Supervisory or Management role
- Strong background in customer service
- Able to demonstrate H&S/ Food Hygiene & Safety Compliance
- Cash handling
- Back-end invoicing and ordering
- Coffee/barista experience
- Menu development
- General kitchen/café Operations

#### **IMPORTANT STUFF TO NOTE**

As part of this role, you will be required to work evenings and weekends on a Rota basis and work front of house with the café team, as well as completing administrative/ managerial duties.

#### **BENEFITS OF WORKING AT THE HANGAR**

- Free Use of Climbing & Training facilities for yourself
- Nominate one free climber to use our Centres
- Staff discount in Shop and Café
- Bonus & incentive scheme (\*currently suspended due to Covid)
- A fun and supportive working environment
- Competitive salary
- Training, learning and development opportunities
- 28 days annual leave per year (inclusive of bank holidays)
- Discounts at Partner Businesses

**To apply**, please send your CV and a covering letter to [recruitment@theclimbinghangar.com](mailto:recruitment@theclimbinghangar.com) and write the '**Position**' you're applying for, as well as the '**location**' of the centre in the **Subject line**.

Don't forget to let us know in your covering letter why you want to work for The Climbing Hangar; what position you'd like to apply for; and why you think you'd be a great fit for the role and our vision.