

<b>Job title:</b>	Kitchen Manager		
<b>Position Type:</b>	Full Time	<b>Contracted Hours:</b>	40
<b>Reports to:</b>	General Manager & Head of F&B	<b>Responsible for:</b>	Kitchen Staff Team

**Job description**

**COMPANY OVERVIEW**

Welcome to the Hangar! The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then we've grown to become a national business with six soon to be seven sites, 130 employees and over 12,000 climbers coming through the doors every month. Our mission is simple – Use climbing to inspire happier, healthier and more connected lives for everyone. We bring together epic climbing, fresh coffee and a fun filled community to cities all over the UK. We are passionate about climbing. But more importantly we're passionate about the impact that a social, challenging, supportive, progressive and fun activity can have on people's lives, regardless of ability, age or fitness. We design our Hangar experience with an easy to access, limitless progression concept to make it inclusive and friendly, where you feel right at home, right away but if you want to be world number one, we are right behind that too. We have ambitious plans for the next few years, and we're inspired to keep getting better by the experiences and stories of the people who climb with us every day. So, thank you to everyone who has been part of the Hangar story so far, and to everyone else, we look forward to future adventures. #boldertogether

**QUALITIES WE VALUE**

We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit team and looking for a new team member that will quickly feel part of the family. We value people that are:

- Humble
- Patient and willing to learn
- Curious and find joy in solving problems
- Keen to learn and add value by advising upwards
- Results orientated and able to prioritise
- Calculated risk takers with a dash of audacious energy
- Have an inherent understanding of people and how to bring the best out in them
- Serious about fun and making the world better through delivering positive micro moments

**ROLE PURPOSE**

To work with the Management and Kitchen 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.

**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 Kitchen & 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 and 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:

- Min. 1 years' experience working within a Kitchen in a Supervisory or Management role
- Strong background in customer service
- Proven record of hitting KPI's
- Able to demonstrate H&S/ Food Hygiene & Safety Compliance
- Cash handling
- Back-end invoicing, ordering & reports analysis
- Menu development & Coffee/barista experience
- 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. Our earliest shifts start at 6am and our latest shifts finish around 11pm.

#### **WHAT'S IN IT FOR YOU**

In return for your brilliance, you will receive:

- Free Climbing for you and a plus one
- Generous team discounts on food and gear from all our suppliers
- A daily right old laugh with your team
- The warm fuzzy glow of knowing your work is making a difference in people's lives
- An opportunity to learn from a wide range of excellent colleagues and gain coaching qualifications
- Competitive salary
- Training, learning and development opportunities
- 28 days annual leave per year (Pro-rata & inclusive of bank holidays)