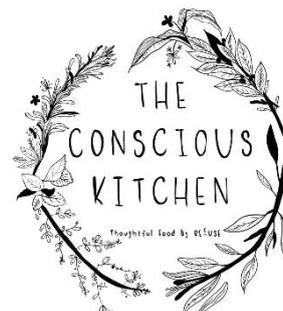


## Role Description: Café Front of House Manager

REfUSE CIC is looking to appoint an energetic, creative, well-organised cafe manager to work in our established anti-food waste project, managing a team of volunteers and overseeing the day-to-day running of a busy community cafe. They must have excellent interpersonal skills to be able work with a diverse and variously skilled group of volunteers, and the ability to respond flexibly to the demands of a busy, dynamic organisation.



Based around a “Pay As You Feel” café in Chester le Street, REfUSE is a not-for-profit social enterprise which intercepts food that would otherwise go to waste. Our vision is to reveal the true value of things, places and people that are unjustly wasted or overlooked. We intercept food before it becomes waste and turn it into healthy, accessible meals, served on a ‘Pay As You Feel’ basis. Along with a force of other organisations, activists and campaigners, we’ve raised awareness of the injustice of food waste at every level, from households and families to big businesses, supermarket directors and government decision makers.

The café opened in April 2018 and, in non-Covid restricted times, is open 5 days a week, Tuesday to Saturday. It is mainly run by an amazing assortment of volunteers. Renovation works will soon be finished on our large kitchen and storage spaces so, initially, this role will also include working with the newly appointed chef to train volunteers and design and implement new systems into the cafe as we re-open post-Covid. We’ll have a bigger team, larger food collections and a better equipped premises than ever before so this is an exciting time to join our vibrant organisation and contribute to making a positive difference in our county.

### Key Information

- Deadline for all applications is **Saturday 3rd April 2021 at midnight** – applications received after this date will not be considered.
- Please see the application process below, applications which do not provide the required documents will not be considered.
- Interviews will take place on the **6th and 7th April 2021**
- We will endeavour to contact all applicants as soon as possible to inform them of the status of their application.
- We are aiming for the role to commence on **26th April 2021** but start dates will be discussed at interview.
- If you require any further information, please contact [info@refusedurham.org.uk](mailto:info@refusedurham.org.uk)

### Job role

The Cafe Manager’s responsibilities will include leading a group of volunteers with varied experience levels and delegating tasks in the busy cafe. The cafe is run by volunteers and serves a very diverse audience so this role requires a high level of patience, empathy and the ability to communicate well. In order to raise awareness of the extent and absurdity of food waste, we are looking for someone who believes in our core aims and wants to help create an amazing food surplus cafe.

You will hold responsibility for stocking the cafe, managing its running, working with kitchen volunteers to ensure high standards of food safety and hygiene, and ensuring consistent high quality food and service for our customers, regardless of whether they choose to pay £100 or 10p for their meal. You’ll also have responsibility for the safety and wellbeing of our volunteers and the cafe space, and will receive training in safeguarding. This will include contributing to the personal development of volunteers, managing our new volunteer mentoring scheme and supporting skills-learning during the busy cafe day. You will be the first port of call should any problems arise with either customers or volunteers so need to be quick thinking and able to problem-solve under pressure. You will open up the cafe and oversee the day’s preparation and then oversee the clean-down and de-brief at the end of each day.

## **Main duties**

- Manage the running of the day's activities from preparation of the cafe, collection of ingredients and volunteer briefing, to clean-down and safe cooling and storage of food.
- Delegate tasks to volunteers taking into account their experience, communication skills and any physical or mental health conditions. Assemble teams recognising the strengths and support needs of individual volunteers so that volunteering at Refuse is a positive experience.
- Oversee our up-skilling and mentoring programme, ensuring that we assess and record the progress of volunteers, including recognising and signing off competencies.
- Manage the breaks and shifts of all volunteers.
- Manage the ordering, payment and cash handling processes in the cafe
- Be present at volunteer training evenings, including explaining cafe processes and carrying out wellbeing and inclusion assessments.
- Ensure that our safeguarding, health and wellbeing policies are being adhered to.
- Take responsibility for food safety and hygiene compliance of the cafe, including extensive record keeping on heating, cooling, labelling and food storage.
- Ensure that the cafe is clean, clear and safe. This may include asking individuals to leave the cafe space.
- Oversee cafe purchasing, including cleaning products and take-away containers
- Manage customer and volunteer grievances
- Keep an accurate and detailed record of the cafe's activities to measure the impact, e.g. meals served, customers visited, etc.
- Make hot drinks including speciality coffees to an exceptional standard (training can be given).
- Oversee volunteer sign-up, communicating with our volunteer manager if there are roles that need filling. Ensure that all volunteer hours are logged and that the volunteer team present corresponds with the sign up rota.
- Regularly post photos, videos and live streams on social media
- Attend regular staff appraisals with the General Manager

**Responsible to:** General Manager

**Responsible for:** Volunteers working FOH and in the kitchen

## **Person Specification**

### **Essential:**

- Experience of working with volunteers.
- Experience of managing a team.
- Interest in, and awareness of, food waste in a commercial setting.
- Strong organisational skills, methodical and process-driven by nature.
- Ability to work under pressure in a calm and efficient manner.
- Excellent interpersonal skills and ability to communicate effectively with customers, staff and volunteers from a range of demographics, including those with mental health problems, learning difficulties, limited English language or under the influence of substances.
- IT skills to a basic level. Familiar with spreadsheets and social media.

### **Desirable:**

- Barista Trained
- Experience of demonstrating good management and effective coordination of a cafe/restaurant/hospitality establishment
- Experience of stock taking and cash handling.
- Level 2 Food Safety and Hygiene or above.

### **Pay and Benefits**

- 37.5 hours per week (9am-5pm, Tues-Saturday)
- £10-£12/hr (£19,500 - £23,400 pro rata), depending on experience.
- Employment term: 12 months, including an initial probationary period of 6 months.
- Loads of free food and fun!

### **Terms and conditions**

The rate of pay offered is £10-12 per hour, dependent on experience, for work undertaken as indicated in this job description. The post holder is expected to provide reasonable notice to REFUSE CIC if they are unavailable to work. Please note that a Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate will be required for the post, but that a clean DBS certificate is not essential for the role - we will consider applicants with a criminal record on a case-by-case basis.

### **Application Process**

If you are interested in applying, please send the following:

- Covering Letter describing your experience of the main duties and how you meet the person specification above (1 page maximum)
- An up-to-date CV (2 pages maximum)
- Contact details for 2 referees

Please either attach the above to an email and send it to [info@refusedurham.org.uk](mailto:info@refusedurham.org.uk) with an email subject of **"Your Name + Café Manager"**.

Application deadline **Saturday 3rd April 2021 at midnight** – applications received after this date will not be considered.