



Newcastle Parks Enterprise Limited (trading subsidiary of Urban Green Newcastle)

Job Title: Café Assistant Manager

Salary: £21,000 - £23,000 p.a. dependent on experience

Responsible To: Café General Manager

Responsible For: Café Staff

Job Purpose: Assist and support the management team in the smooth running of the café with responsibility for opening and closing café as duty manager in absence of the Café General Manager. Operational day-to-day running of café and support team members to provide the highest levels of customer service.

Principal Duties and Responsibilities:

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- Assist management to oversee all aspects of the daily running of the café, including Rota management and staff attendance, food preparation, portion control, restocking and delivery of goods in liaison with the Café Manager, ensuring its smooth running and proper administration.
- Supervision of Café staff including identifying their training and development needs, management of the staffing rota to ensure sufficient staff are available to meet service needs, dealing with absence management, discipline and performance management in line with policies and procedures.
-
- Lead by example and ensure all team members are informed and working to required standards, supporting team development and performance by supervising café staff, and supporting front-of-house service.

- Handle customer feedback and queries in a courteous and professional manner and report feedback to Café Manager.
- Ensure that the café is always kept clean and tidy, that tables are cleared, and waste is removed. The appearance of displays to be maintained and to a high standard with
- Responsible for security (products and cash), ensuring that payments are taken accurately, and being vigilant for shoplifters, and fraudulent payment methods.
- To learn all aspects of the EPOS till and be able to fill the Manager's role during their absence.
- Keep up to date with promotions and assist with the creation of engaging displays to attract customers.

Assist with the preparation of accurate information for Payroll in liaison with the HR Adviser and Café Manager.

- Undertake specified administrative functions for stock management, ordering and product deliveries and assist with periodic stock take in line with training and development programme.
- Deal with telephone and email queries promptly, answering customer queries in a courteous and timely fashion.
- Assist with management of Social Media channels (Facebook, Twitter) to promote café and respond to feedback and enquiries.
- Manage opening and closing of site with Café Manager.
- Work within established guidelines and operating procedures, ensuring up-to-date knowledge on regulations relating to health and safety at work, first aid training, food handling and hygiene, fire safety, sale of alcohol.

Person Specification

Job Title:

Category	Essential	Desirable
Skills, Knowledge and Aptitudes	<p>Evidence of team working</p> <p>Ability to follow procedures and instructions and work on own initiative without supervision.</p> <p>Knowledge of till operation and cash handling.</p> <p>Excellent organisational skills</p> <p>A working knowledge of health and safety and food hygiene requirements.</p>	<p>A working knowledge of budgets and budgetary control.</p> <p>Knowledge of social media management.</p>
Qualifications and Training	<p>High standard of computer literacy and a demonstrable competency of MS Office.</p> <p>Food Hygiene or Food Handling Certificate.</p>	
Experience	<p>Evidence of working in a catering establishment supervising staff</p> <p>Demonstrable ability to improve customer service.</p>	<p>Experience of working with and managing volunteers.</p>
Additional requirements	<p>Flexible approach to working hours which may include working on weekends and bank holidays</p>	