

#### JOB DESCRIPTION

**Job Title: Bale House Cafe General Manager**

**Responsible to: Area Programme Manager**

**Responsible for: Café Staff, Volunteers and Admin**

**Operational Area: Sussex and Surrey**

**Location: Hastings Country Park Nature Reserve**

**Date: March 2025**

**JOB SUMMARY**

This post will manage a vibrant community café providing a relaxed, welcoming, and inclusive space for customers. This role will focus on two functions; managing customer facing operations through supervision of Kitchen Manager, Hastings Country Park Nature Reserve Project Manager and café staff, creating a positive customer experience and the day to running of service; and the management of back-office functions such as manging rotas, payment of suppliers, planning maintenance of equipment, and the building’s health and safety.

The Café General Manager will be responsible for the qualitative and financial delivery of the catering services under their control and will provide senior Groundwork South management with oversight on the operational and financial performance of each café operation on an ongoing basis with a focus on continuous improvement across all KPI metrics.

Initially, this role will lead a full review of the operating standards, processes and procedures of the catering and retail operations at the Bale House leading to a uniform set of standards, processes and procedures. This will include but not be limited to customer liaison, monitoring and reporting, quality control, stock control and procurement, health and safety monitoring and financial/budgetary management to ensure a consistent and industry leading approach is adopted to all aspects of the catering services.

This post will also manage procedures and instruct all staff in the use of all equipment, hygiene procedures, required health and safety standards, customer care, till operation, environmental sustainability through reducing our carbon footprint and allergens guidance.

**Main Duties**

**KEY AREA: TEAM AND STAFF MANAGEMENT**

* Manage, and direct the overall functions of the team.
* Set an example for team members of commitment, work ethic and habits and personal character.
* Create rotas, and fairly allocate shifts and workloads to team members.
* Lead and supervise the Managers, Team Leaders and Café Assistants, ensuring they understand and execute their roles so as to facilitate the achievement of the Trusts’ objectives.
* Undertake recruitment, training and target setting for the team with proactive performance management of staff via the Trusts’ processes
* Oversee the training of staff in cafe processes, including customer service, food, drinks and ice cream serving, cleaning and equipment use, hygiene, reducing energy consumption and waste enabling them to work in the cafe safely.
* Develop the team through coaching, support, and training to ensure targets are met. identifing external training where required.

**KEY AREA: BACK OFFICE MANAGEMENT OF RESULTS & REPORTING**

* Ensure that Groundwork South accountancy, documentation and administration procedures are delivered to the required standards
* Maintain the standards and integrity of the service offers and any local Service Level Agreements at all times. Carry out regular service audits and undertake activities to monitor operational performance against agreed Key Performance Indicators at a frequency and level required.
* Implement, maintain and communicate to employees the Groundwork South standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and other quality management systems in order to ensure compliance.
* Ensure and maintain sufficient security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Groundwork South policies and procedures and insurance.
* Monitor financial performance across ensuring commercial sustainability is managed with a focus on revenue generation, gross profit performance, labour management and conservation of direct overhead costs.
* Ensure accurate records are maintained for health and safety and food hygiene purposes, such COSHH, opening and closing checklists, day dots and freezer/fridge temperature etc.
* Undertake regular stock-takes, ensuring correct storage and rotation of stock to reduce wastage and confirming receipt of all deliveries and protect company assets including commodities.

**KEY AREA: CUSTOMER SERVICES**

* Leading by example create a welcoming and friendly environment for customers
* Investigate and resolve customer complaints in a timely manner.
* Embed Groundwork South values and mission in all aspects of work performance

# **KEY AREA: BUDGETARY AND FINANCIAL CONTROLS**

* Prepare budgets and develop suitable Key Performance Indicators (KPIs) to allow ongoing monitoring, internal reporting and continuous improvement.
* Work with the Area Manager and Finance Manager to set and review the café income and expenditure
* Reporting on a monthly basis to your line manager where (i.e., against budget) the café currently stands on a financial basis and as against the milestones/outcomes requested and actual versus predicted performance in terms of Project Performance Measures.
* Ensure that financial sustainability is achieved and maintained by reviewing supplier pricing, menu pricing and wastage.
* Lead on financial controls in a timely manager, such as cashing up, safe cash storage, and banking.
* Manage the purchase of equipment and supplies and oversee the process of payment to suppliers and contractors
* Oversee and support the Kitchen Manager with front of house inventory, managing stock control, including anticipating and checking supplies and noting when reorders are needed.
* Work with the Kitchen Manager to:
* to forecast sales and associated costs.
* calculate the gross profit margin (GP) of the menu items and create a financial viable menu .
* maximise sales opportunities.

# **KEY AREA: HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on health and safety. Primary responsibilities are:

* Ensure the café is presented to the highest standard in compliance with sanitation, food hygiene, health and safety legislation, allergens management and organisational and quality requirements and working policies and procedures. Including, following the correct cleaning protocols and implementing safe use of products and chemicals safely, via COSHH risk assessment and data sheets.
* Lead on the maintenance schedule and safe use of cafe equipment, tables and chairs, ensuring furniture and equipment is in good working order and to report defects and delegate responsibility
* Work with Operations team to implement risk assessments, ensuring all controls outlined in the risk assessment are in place.
* To report all Health & Safety occurrences including potential hazards to line manager.
* To comply with Groundwork South Health & Safety Policy and Regulations.
* To carry out routine checks on equipment and machinery and report any defects, remove or label faulty items and arrange for professional maintenance.
* Maintain the highest safeguarding standards when working, including working with under 18-year-olds safely.
* Ensure all crockery and equipment is cleaned and stored appropriately, and that the overall cleaning of the kitchen area and the dining area is carried out effectively.
* Report to the Line Manager, any illness of an infectious nature or accident incurred by a client, customer, colleague, self, or member of the public.
* Maintain accurate records and accounts as required and reporting as agreed, including accidents and near misses.
* Ensure the implementation of the premises Emergency and Fire Plan and evacuation procedure and undertake fire prevention checks.

KEY AREA: PARTNERSHIP & STAKEHOLDER WORKING

* Work in partnership with Hastings Borough Council as well as other organisations that operate in the park, to develop a seamless, high quality and customer focused experience.
* Effective liaison, support and assistance with the remainder of organisation.
* To be responsible for maintaining partnerships and strong links with stakeholders.
* Promote the café and work to improve the number of customers
* Support the Hastings Country Park Nature Reserve Manager with the planning of seasonal events and activities

**KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

* To adhere to the Safeguarding Policy and Procedures.
* To adhere to the Safer Recruitment Policy & Procedure.
* To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
* To complete any Safeguarding Awareness training as required by Groundwork South
* If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

ADDITIONAL RESPONSIBILITIES

* To adhere to all the policies and procedures of the organisation.
* To contribute to the Trust’s work in maintaining existing and achieving future accreditations and standards.
* To work with the Trust’s Café Managers to work towards achieving excellence across the region.
* To commit to Continual Professional Development and undertake any training and development deemed necessary for the pursuance of the post.
* Any other duties commensurate with the level of the post.

**GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation’s values. Groundwork South is committed to transforming people’s lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set ofvalues.

* Passion
* Commitment
* Empathy
* Professionalism
* Innovation

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| **Factor** | Criteria | **Essential** | **Desirable** |
| **Knowledge** | Demonstrable knowledge of Food Standards Agency practices, allergens management and food hygiene procedures. | X |  |
|  | Demonstrable knowledge of current Health and Safety practices in the workplace and catering environment. | X |  |
|  | Qualification in catering and/or catering/community training. |  | X |
|  | Demonstrable knowledge of hospitality, stock ordering and kitchen management, including menu design. |  | X |
|  | Awareness of the need to work well with community and partner organisations, with the ability to build rapport and maintain effective relationships. |  | X |
| **Experience** | Demonstrable experience in catering (preferable in a café environment.) | X |  |
|  | Proven track record to prepare and cook food to a high standard. | X |  |
|  | Demonstrable experience of managing financial, catering business/ project budgets. | X |  |
|  | Demonstrable experience to produce basic reports outlining business progress against financial targets. |  | X |
|  | Demonstrable experience of recruiting and managing staff. | X |  |
|  | Demonstrable experience of partnership working with public, private and voluntary sectors |  | X |
| **Skills** | Excellent communication and negotiation skills, both written and verbal to be able to communicate with a wide variety of customer groups and suppliers | X |  |
|  | Demonstrable literacy and numeracy skills with financial and business awareness | X |  |
|  | Excellent IT skills using the Microsoft Office Suite and use of the internet. |  | X |
| **Abilities** | Ability to manage workloads and competing priorities in an often deadline orientated environment | X |  |
|  | Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery | X |  |
|  | A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision |  | X |
|  | Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results |  | X |
| **Special Requirements** | Able to work outside normal working hours, annualised hours, including regular weekends, especially during seasonal peaks in demand such as Easter holidays and school Summer holidays and attendance at occasional evening events. (E) | | |
|  | Full UK driving licence and access to your own vehicle for which you will need to be insured for business use. Employees are able to claim back mileage rates as per our Expenses Policy (D) | | |

**TERMS AND CONDITIONS**

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| **Salary** | £33,000 plus performance based incentives |
| **Contract** | Permanent, annualised. You will be expected to work additional hours as needed during busy periods. |
| **Hours of work** | Your normal hours of work are 40 hours each week excluding a daily lunch break and travel to and from the main place of work. |
| **Place of work** | Your normal place of work will be The Bale House, Hastings Country Park Nature Reserve, TN34 4AD You may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties. |
| **Holidays** | 25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December). |
| **Pension** | Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice. |
| **Benefits** | The following discretionary benefits are available to staff:  **Health Cash Plan**  A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependant children are covered free up the age of 24.  **Employee Assistance Programme**  Fully comprehensive EAP which includes mental health helpline and face to face counselling.  **Cycle to Work Scheme**  This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions. |
| **TOIL** | TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager. |
| **DBS Pre-Employment Check** | This post will be subject to an enhanced DBS\* *or* enhanced with barred lists check\*. (*delete as appropriate) NOTE: only posts working in regulated activities with Children or adults at risk or if employment is based in a school for example would warrant an enhanced with lists DBS check, ensure a RAC has been completed to determine the level required.* |
| **References** | Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary. |
| **Proof of Eligibility of right to work in the UK** | Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006. |
| **Training** | Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process. |

#### The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

#### I have read and agree that this job description and person specification accurately defines the role.

Signed …………………………………………………………………………

Printed ……………………………………………………………………….

Date …………………………………………………**……………………….**