

## Café Manager Job Description & Person Specification

### JOB DESCRIPTION

**Hours:** 20 hrs per week. Tues – Sat, 10.00am – 2.30pm (including 30 min break)

**Salary:** £14.65/hr

**Contract:** 6-month fixed-term (As a newly formed charity, we are initially offering a six-month contract. However, we anticipate being able to make this a permanent role, subject to funding and café development)

**Location:** King's Community Café, Kings Church Warrington

#### **Job Context:**

Kings Community Café CIC is establishing the vibrant, not-for-profit King's Community Café, a warm and welcoming hub at the heart of the local community. More than just a café, it will be a place where people connect, enjoy great food, and feel a real sense of belonging. The café will serve a variety of delicious, affordable meals and refreshments in an inclusive, friendly environment that brings people together.

**Accountability:** This post will be line-managed by the Directors of Kings Community Café CIC.

#### **Main Responsibilities:**

To manage the day-to-day running of the café, including:

- Overseeing and coordinating the café's daily activities and operations.
- Training, managing, and supervising café staff and volunteers.
- Ensuring excellent customer service and maintaining high standards of food quality and hygiene.
- Developing strategies to increase café turnover.
- Promoting the café through social media and community engagement initiatives.
- Managing stock levels, placing orders, and overseeing deliveries.
- Purchasing food and other necessary items for the café.
- Budget management, including financial reporting and cost control.
- Maintaining and adhering to all food hygiene standards and health & safety guidelines.
- Completion of relevant paperwork and reporting to the Directors.
- Willingness to undertake any reasonable task as required by the Directors.
- A full UK driving licence and access to a car for purchasing food and other supplies.

## PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
<b>Education</b>	GCSEs or above	GCSEs or above
<b>Experience</b>	Previous management experience in a similar customer service or hospitality role	Experience of baking and cooking in a commercial environment
		Experience in volunteer management
<b>Knowledge &amp; Skills</b>	Strong leadership and communication skills with the ability to motivate a team	
	Excellent organisational and time-management skills	
	Proficiency in using social media platforms for marketing and promotion	
	Strong maths skills for handling cash and operating the cash register	Experience of working with a cash register
	Basic knowledge of food preparation	Knowledge of food safety and hygiene practices
	Ability to work efficiently in a fast-paced environment	
	Ability to manage conflict and challenging situations	
	Basic IT literacy, including email, spreadsheets, and POS systems	
	Commitment to community engagement and working with diverse backgrounds	
<b>Personal Attributes</b>	Proactive and self-motivated with a passion for hospitality and a desire for delivering excellent customer service	
	Strong teamwork skills and the ability to work with other staff and volunteers	
	Attention to detail and cleanliness	
	Honesty and Integrity	
	Punctuality and reliability in adhering to work schedules	
	A full UK driving licence and access to a car	
	This post has a Genuine Occupational Requirement (GOR) to be filled by a practising Christian, in accordance with the Equality Act 2010.	

