



JOB DESCRIPTION

Job Title	Assistant Café Manager
Location	Donaghadee
Reporting to	Café Manager
Hours of work	35 hours per week, on a rota basis, including weekends.
Duration	Permanent

PURPOSE OF THE JOB

To assist the Café Manager on overseeing and help managing all aspects of the café. Ensure customers are being attended to quickly and efficiently, offering excellent customer service at all times. Oversee other aspects such as food quality, staff management and café appearance and presentation. To always take a professional approach.

We have a 5 star self-service café.

MAIN DUTIES AND RESPONSIBILITIES

Café Oversight

- Help ensure the smooth daily operation of the café.
- Maintain a proactive approach to help manage high levels of foot traffic efficiently.

Customer Service Excellence

- Ensure excellent customer service is delivered at all times.
- Nurture a welcoming atmosphere by demonstrating politeness and approachability.
- Manage queues and address customer enquiries and concerns promptly.

Team Support

- Foster a positive work environment and assist the Café Manager in being a main point of call for all staff.
- Help promote staff morale by facilitating a pleasant and supportive workplace.

Staff Management

- Help coordinate daily staffing levels and duties, including some involvement in resolving personnel issues when required.
- Be involved in helping to managing staff absences, appraisals, recruitment, disciplinaries and other personnel issues when required.
- Ensure adherence to uniform standards and facilitate roster adjustments as needed.
- Assist the Café Manager to ensure that all café policies and rules are adhered to at all times and set a positive example to follow these rules.

Operational Checks

- Conduct regular checks throughout the café to uphold quality and safety standards.

Customer Relations

- Handle customer feedback and complaints professionally, adhering to company policies.

Food Safety, Quality Control and compliance to Environmental Health Regulations.

- To help maintain awareness of food allergies and ensure compliance with safety protocols.
- Alongside the Café manager and Head Chef, monitor food quality and portion control to meet established standards.
- When required help to ensure compliance with environmental health regulations and HACCP guidelines.
- Lead by example in maintaining hygiene standards and hold an up-to-date Hygiene Certificate.

**Cleaning and Maintenance Oversight**

- Supervise cleaning procedures and provide feedback.
- Report equipment repairs and maintenance needs promptly when required.

Barista Training and Supervision

- To help train staff on coffee preparation and machine maintenance, ensuring consistent quality.

Wastage Management and Ordering

- Record wastage data, communicating with relevant team members.
- Coordinate with management to order supplies and equipment as needed.
- Place food orders with relevant suppliers when required.
- Working with Managers and the Head Chef managing stock levels and completing stock take when required.

Epos till procedures and use of IT

- To help monitor and maintain café till procedures such as epos and oversee cash handling procedures.
- Be proficient in the use of IT in particular Microsoft office packages.

Baking lists and Food Preparation Oversight

- Supervise daily baking activities and assist the Café Manager and Head chef to monitor product freshness.
- With the Café Manager and Head Chef, ensure proper stock rotation and storage procedures are followed across the kitchen areas.

Reporting and Documentation

- Complete daily reports, including communicating customer feedback and operational updates.

Training and Development

- Assist the Café Manager in staff induction and training to uphold company values and standards.

Holiday Planning and Flexibility

- To help coordinate staff holidays to ensure the best possible cover

Additional Responsibilities

- Undertake any other reasonable catering duties as assigned by management.
- Flexibility to work at other locations or events as required.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the business.



PERSONAL SPECIFICATION

Assistant Café Manager

ESSENTIAL CRITERIA Please state how you meet the following criteria:

E1	Experience: Possesses a minimum of 12 months experience of working as an Assistant Café Manager, Supervisor or similar, within a comparable environment.
E2	Customer Service Excellence: Proven ability of delivering exceptional service, ensuring customer satisfaction and building customer loyalty.
E3	Availability: Is available to work 35 hours per week on a rota basis and including weekends.
E4	IT and till procedure: Demonstrate proficient use of IT in particular Microsoft packages, epos till systems.
E5	Physical Mobility: Capable of performing required tasks such as bending, stooping, lifting heavy objects, and standing for extended periods.
E6	Communication Skills: Proficient in both verbal and written communication, facilitating clear and effective interaction with staff and management.
E7	People Management Skills: Capable of helping to leading and motivating a team effectively, by setting clear expectations and fostering a positive work atmosphere.
E8	Attention to Detail: Maintains high standards across all aspects of cafe operations, including food quality, hygiene/ cleanliness, health & safety and staff conduct, through a meticulous approach to tasks.
E9	Problem Solving: Displays an aptitude for using initiative, identifying and addressing issues proactively, ensuring smooth operations and customer satisfaction.

DESIRABLE CRITERIA Please state how you meet the following criteria:

D1	Possesses 12 months experience working as a shift supervisor or team leader within the hospitality industry.
D2	Directly managed teams of 10 or more staff members.
D3	Completed relevant training or acquired qualifications applicable to the job requirements.

ADDITIONAL INFORMATION

For closing date please see website for details. Applications received after the closing date and time will not be considered.

Shortlisting: Only those applications which clearly demonstrate the requirements set out in the personnel specification will be shortlisted. The Group reserves the right to implement all or some of the desirable criteria in addition to the essential criteria for shortlisting purposes.

Offer of employment: Please note any offer of employment is subject to, proof of eligibility to work in the UK, medical questionnaire and proof of any required qualifications.

Reserve list: A reserve list of suitable candidates may be maintained for the purpose of any similar vacancies (temporary or permanent) that may arise within twelve months of the completion of the recruitment exercise.

Creative Gardens (NI) is an equal opportunities employer and welcomes applications from all sections of the community. All appointments will be made on the basis of merit.