

# THE MARGATE CAVES COMMUNITY EDUCATION TRUST

## Café Manager Job Description

Salary: £16,000 per annum, dependent on experience

Location: Margate Caves, 1 Northdown Road, Margate, Kent CT9 1QH

Reporting to: Centre Manager

Scope: This job relates primarily to the management of the Margate Caves Café for the benefit of the local community

Deadline: 25 March 2019



### Background

Following an eight-year campaign, The Margate Caves Community Education Trust (TMCCET) charity secured £1.1m Heritage Lottery and £420,000 Big Lottery funding to create a landmark building that includes community facilities including a café, shop, community rooms and garden area alongside a visitor centre that will provide access to the restored Caves, which were closed to the public in 2004.

Margate Caves will be a heritage visitor attraction with a brand-new Visitor Centre with a café and shop. The space will allow for an exciting and engaging programme of interpretation, activities and events to engage audiences with the site's history and environmental heritage.

The site also includes purpose-built, self-contained Community Rooms and a garden area. This facility is available to schools, community groups and individuals wanting to use the spaces for their own activities and events. Thanet District Council has granted the lease of the site to TMCCET and construction work has begun on site, due to complete Summer 2019.

### Role Profile

To manage the Café, located within the Margate Caves Centre, optimising income whilst remaining consistent with community focus.

The job holder will be expected to work flexibly within the opening hours of the Centre, including weekends and Bank Holidays. This will require working up to 40 hours per week in the school holiday times (c28 weeks) and 21 hours per week in the winter months (c24 weeks).

The success of the Centre and Café is largely dependent on the effectiveness of the management. The whole operation must present a friendly and welcoming environment in which customers and volunteers alike feel welcomed and respected and enjoy excellent service. Whilst having access to guidance from the Centre Manager and Board Members if needed, the successful development of the Café will depend not only on good visitor numbers but also the imagination, initiative and energy of the Manager. A combination of knowledge, flexibility, enthusiasm, innovation and sound organisational skills is essential.

## Other Information

All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in Café's business, as well as visitors.

All employees have a duty to comply with the Charity's Equal Opportunities and Diversity Policy in their contacts with other staff, volunteers, customers and visitors.

The post holder will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the Data Protection Act.

## Priorities and responsibilities

- Manage the day-to-day operations of the Café;
- Recruit and train volunteers and casual staff to deliver excellent customer service, resolve issues with customers and meet legislative requirements;
- Prepare and manage Café staff rotas;
- Contribute to managing the performance and ongoing development of Café staff;
- Source supplies for the Café using local suppliers and environmentally-friendly products, where possible and cost effective, while focussing on waste reduction;
- Reviewing suppliers and prices on an ongoing basis to ensure value for money;
- Maintaining effective stock control, storage and rotation to minimise wastage;
- Maintain updated records of daily, weekly and monthly revenues and expenses;
- Develop and manage the menu for the Café, in collaboration with the Centre Manager, with ongoing analysis based on customer preferences, and always providing good value healthy options;
- Maintain the Café environment so that it is clean, safe and inviting for customers;
- Set a high standard and good example for Café staff with regard to cleanliness and hygiene to be maintained at all times, including a regular deep clean schedule;
- Nurture friendly relationships with customers to increase loyalty and boost our reputation, bearing in mind our community values and ethos;
- Cater to events in the Community Rooms and Caves, when required;
- Schedule regular meetings with the Centre Manager to discuss business development opportunities and any issues;
- Work within budgets and the financial procedures of the Margate Caves.

## Essential knowledge, skills and experience

- Proven track record of managing a café and generating income;
- Good leadership skills and ability to work on own initiative without supervision;
- The ability to supervise, motivate, train and develop staff, including volunteers;
- Proven cooking skills and knowledge of food;
- Stage 3 Food Hygiene or Food Handling Certificate is required;
- Proven interpersonal skills, able to develop good working relationships, enjoy meeting and working with people at all levels and from diverse walks of life;
- A pleasant personality with a sense of humour and the ability to establish a rapport with volunteers and customers;
- Competent IT, numeracy and literacy skills;
- Experience of managing departmental budgets, stock and cost control including price margins;
- A sound working knowledge of Health & Safety and Food Hygiene legislation;

- A good knowledge of the local area and community;
- Energy and persistence to see tasks through to successful completion and able to work flexibly and with additional hours when necessary;
- Willingness to work unsociable hours including weekends.

## Desirable knowledge, skills and experience

- Up to date First Aid at Work qualification;
- Good understanding of TMCCE and our charitable aims.

## How to apply

If you are interested in applying please send your CV with a covering email explaining why you think you would be the best person for the job.

Shortlisting is carried out based on the requirements of the role as detailed in the Job Description. Shortlisted candidates will be notified by email and invited to an interview in Margate.

Due to the high level of interest in this post we will be unable to offer feedback on unsuccessful applications.

Applications should be emailed to [info@margatecaves.co.uk](mailto:info@margatecaves.co.uk) by no later than Monday 25 March 2019.



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The Margate Caves Community Education Trust  
Registered charity no: 1155904

