



JOB DESCRIPTION – CAFÉ MANAGER

Job title:	Ivy Cafe Manager
Location:	Off Meadway Road, Cheadle Hulme, Stockport, SK8 5NZ
Responsible to:	Ladybridge Connect Centre Manager
Responsible for:	Ivy Café Front of House and Kitchen Staff (Paid and Volunteers)
Working hours:	Part-time (from 25 hours) including evening and weekend working (Job share will be considered)
Salary:	£22,000 (FTE)
Term:	12 months fixed term

Introduction

Ladybridge Connect, a wholly owned subsidiary company of Ivy Church, is looking to appoint a Cafe Manager role, to manage all day-to-day operational activities of the new Ivy Café.

The Ivy Café is founded on and driven by its Christian values and ethos. The successful applicant will share and promote our core and social values for making a positive difference in Jesus name to our community and customers, by being able to perform these duties to a high standard, which will help to establish our presence in the community.

Together with the Centre Manager, your role will include recruiting and managing a vibrant team of staff and volunteers. You will develop, motivate, coach, and train; meeting sales targets, banking and bookkeeping duties, menu development, ordering stock and maintain adequate stock levels; as well as building effective relationships with various suppliers.

You will model best practice at all times and set the goals and standards for your team. Working alongside your team in a 'hands-on' capacity, leading positively and proactively from the front, establishing great practices and being responsible for the smooth operation of our vibrant, modern enterprise. We will call on you to utilise your organisational, planning, motivational, leadership, and problem-solving skills, all with the key result of helping create connections between the church and the wider community.

If you have relevant experience, love people and have great leadership skills, we want to talk with you to consider this call! On offer is flexible working hours and the opportunity to grow this new community endeavour.

Main duties:

1) Operational management

- Ensure that the Ivy café is compliant with all legal and statutory obligations and documentation is always kept up to date, acting as Food Safety Officer.
- Maintaining hygiene scores, upkeep and cleanliness of the kitchen, servery area and Café.
- Ensure café equipment is maintained to ensure safe and smooth operation.
- Managing all aspects of food preparation, service and delivery within a seasonal catering environment to ensure an exceptional food service quality.
- Engaging with customers as an ambassador of Christ, Ivy Church and of Ladybridge Connect Limited.
- To be proactive in the development of menus, the food and beverage offers, and an annual events program.
- Work with the Centre Manager to oversee the planning and delivery of hospitality for corporate / private bookings, and events.

2) People and customer service

- Recruiting, training, line-managing staff and volunteers.
- Creating and maintaining a high motivated, flexible and supportive café team. Embedding and strengthening a culture of welcome and hospitality.
- Management of staff and volunteer rotas, ensuring the Ivy Café is always adequately staffed.
- Ensure that Ivy café staff and volunteers are well presented and understand health and safety and environmental issues in their working practice.
- An awareness, sensitivity and considered approach to safeguarding children and vulnerable adults at all times.

3) Financial management

- Operate the Ivy Café within the set annual budget.
- Responsible for tills, cash reconciliation stock and stock take, supplier orders, loss leaders, and daily revenue fluctuation reports.
- Order / purchase from suppliers in accordance with café demand, maintaining good stock levels, in line with budget.

4) Food and presentation

- To oversee the development of seasonal menus for the café.
- Ensure the counters and display areas are kept appropriately stocked and attractively presented at all times.
- Ensure that food is swiftly and efficiently served, to the highest standard.
- Minimise food and consumable waste.
- Use local and fair-trade suppliers where possible within the budget parameters.

5) Other duties

- Being flexible to grow and develop the role into different places as the venture continues to develop and grow. This may involve different days / times of work.
- The possibility of being a named Licence Holder and undertake relevant training.
- Help build the profile of the Ivy Café in Cheadle Hulme and the wider community.

Person Specification

Area	Essential	Desirable
Christian Commitment	<ul style="list-style-type: none"> • There is a genuine occupational requirement that the role holder to be a Christian, supportive of the teaching and ethos of Ivy Church. • Able to articulate their real and ongoing experience of a life changing relationship with Christ. • Demonstrate the spiritual gift of hospitality. • Active member of a local church. 	<ul style="list-style-type: none"> • Would score highly in the area of evangelism within an APEST test.
Personal organisation	<ul style="list-style-type: none"> • Able to work in a disciplined and organised manner. • High attention to detail. • Experience in a client-facing role. 	<ul style="list-style-type: none"> • Experience in an administrative role.
Hospitality experience	<ul style="list-style-type: none"> • Experience as a Café Manager / Supervisor or Assistant Café Manager. • Knowledge of the relevant legislation and regulatory requirements associated with food hygiene, licensing law, premises licence, EHO, trading standards. 	<ul style="list-style-type: none"> • Event management experience. • Barista experience.
Communication skills	<ul style="list-style-type: none"> • Able to communicate clearly and effectively both verbally and in writing, including for the purposes of marketing and social media. • Good negotiating skills, and the ability to influence customers. 	
People management	<ul style="list-style-type: none"> • Ability to envision, encourage and equip the café team. 	
IT	<ul style="list-style-type: none"> • Competent IT user, including Word, Excel and databases. 	
Qualifications	<ul style="list-style-type: none"> • Current Food Hygiene Level 2 Certification 	<ul style="list-style-type: none"> • Professional qualifications in related discipline (e.g. NVQ 3, Supervising Food in Catering)
Personal qualities	<ul style="list-style-type: none"> • Honesty, reliability, flexibility and a passion for excellent service. 	
Other	<ul style="list-style-type: none"> • Driver's licence and own transport. 	

Further Details

This job description is not exhaustive, and you will be expected to comply with any reasonable request to help your line manager or team members when required.