



## Job Description and Personal Specification

### Café Manager

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**Contract type:** Full time

**Location:** Oxford House Cafe

**Hours:** Full time (37.5 hours) Usual working hours, Monday – Friday 9.30am – 6pm

**Rate:** £27,000 per annum

**Reports to:** Commercial Manager

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#### About Oxford House

Oxford House is a creative arts space based in Bethnal Green. Our organisation was established in 1884 and focused on creating opportunities for local people. This ethos continues to guide our work today where we are still rooted in our local community. We are home to a 120-capacity theatre, dance studio, gallery, beautiful Victorian Chapel, affordable office space and a newly refurbished café. Our cross-arts creative programme is growing and focuses on creating opportunities for local artists, young people, and developing creative opportunities for all ages for our diverse local community. Alongside this our commercial offer, which includes our café, office rental and space hire, form an important part of our financial sustainability, which enable us to do this work.

#### Job description

Leading the cafe team, you will be the customer face of Oxford House café, ensuring that high quality food and drinks are prepared and served to café customers from a clean, safe, and welcoming environment.

Being familiar with the variety of work Oxford House does, you will confidently and actively engage with all customers coming into the building and advise them where necessary.

#### Key activities and responsibilities

Key holder responsibilities including opening up and closing down and ensuring the café is secure at all times.

Report on a weekly basis, or as otherwise agreed, to the Commercial Manager on all relevant issues or general concerns.

Coordinate staff according to different shifts, confirm their availability and create monthly rotas which fit within budget.

Prepare and serve food and hot drinks.

Clean the café and kitchen areas, ensuring they are safe and hygienic at all times.

Complete daily and weekly checklists and carry out other duties as required.

Uphold the highest standards of health and safety, cleanliness and professionalism and use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.

Check that all café facilities, equipment, or furnishings are kept in good working order and report any damage to the Commercial Manager.

Ensure the café is fully stocked and can facilitate the menu at all times, notifying the Commercial Manager of any orders that need to be placed.

Work with the Commercial Manager to devise menu plans and special offers.

Monitor expenditure, stock, wastage and use-by dates.

Using the Square software, ensure the completion of daily financial paperwork and cash handling and that all expenditure is reconciled.

Be responsible for the smooth running of the café during events, which includes catering, hosting and late night opening, working with Front of House, Café and Cleaning teams.

Respond promptly and professionally to any customer feedback, comments or complaints.

Welcome anyone who enters the building advising them as necessary.

Any other duties as would be expected of a café worker in a community cafe.

## **Person Specification**

### **Essential**

- Experience in a similar role.
- Barista trained.
- A passion for high quality food and coffee.
- Good presentation and merchandising skills.
- Cash management experience.
- Staff management experience.
- Ability to motivate a team.
- Sales oriented with a target driven ability to maximize sales opportunities.
- A confident communicator with strong interpersonal and customer service skills.
- Ability to engage with a diverse range of customers and audiences.
- Be comfortable working independently, using your own initiative.
- Maintain a professional calm manner when under pressure.
- Level 2 Food Safety Certificate.
- A good understanding of current health & safety guidelines.
- Good time-management skills.
- An interest in the local community.
- An interest in the aims and objectives of Oxford House.

### **Desirable**

- Current first aid certificate.
- Knowledge of working in an arts-based environment.
- Experience of using the Square Up EPOS system.
- Experience of working in events.

### **Benefits:**

- Company pension
- Discounted or free food
- Employee Assistance Programme
- Holiday building with length of service