

Job Description

Job Title	Café and Events Manager
Department	Visitor Experience
Reporting to	Head of Commercial Operations
Hours	Full-time
Contract	Permanent

Summary

The Café and Events Manager oversees the day-to-day operation of the Café, ensuring our product and the service we provide are of a consistently high standard.

They are responsible for the management of the Café team, ensuring staffing levels are appropriate and within budget.

The Café and Events Manager coordinates and manages the delivery of corporate and private events.

Job role:

Key responsibilities:

- Demonstrate a can-do attitude towards visitors to the Café and strive to exceed expectations.
- With the guidance and assistance of the Head of Commercial Operations, maximise all sales opportunities by always looking to improve quality and service, upselling where possible.
- Ensure all corporate and private events are delivered according to the client requirements and expectations.
- Ensure sufficient stock and provisions are ordered and maintained for the Café and events.
- Ensure accurate records for Food Hygiene and Health and Safety standards are maintained.
- Ensure appropriate stock control systems are in place, stock checks are carried out, with any discrepancies identified and investigated.
- Ensure all relevant statutory compliance is delivered.
- Monitor income and expenditure, managing and maintaining Café budgets accordingly.

- Deliver KPI's and profit targets, as agreed with the Head of Commercial operations.

Staff Management:

- Lead and motivate the Café Supervisors, delegating where appropriate, ensuring good communication and handover procedures are in place.
- Manage the Cafe team to ensure the smooth running of the Café, ensuring the team are allocated tasks accordingly and the team are fully occupied.
- Manage and motivate the team to increase sales opportunities, ensuring excellent customer service is consistently delivered.
- Produce and manage the Café staff rota in a timely manner, ensuring staff costs are within budget, and the Café is staffed appropriately, taking into account the varying times of the year.
- Ensure the staff rota is communicated to all staff using RotaCloud.
- Responsibility for the completion of the annual appraisal process with the Café team.
- Liaise with the Visitor Experience Manager to ensure that events are appropriately staffed.
- Liaise with the Visitor Experience Manager, when the VE Café team are required to support the Visitor Experience admissions and retail operation.
- Attend DQET Board Meetings, preparing relevant papers and reports for the Café and events business.

Café:

- Develop appealing and appropriate menus for both the Café and events, focusing on local produce and suppliers.
- When required, prepare our daily menu and event requirements, ensuring that food is served promptly and attractively presented at all times.
- Ensure the Café and events offer value for money which is in line with identified performance levels of profitability.
- Order sufficient stock and provisions in advance for the Café and events; manage deliveries, including the checking of delivery notes and verification of delivered goods.
- Ensure the Café is sufficiently stocked to meet demand, products awaiting sale are kept at optimum condition.
- Ensure wastage is kept to a minimum, correctly recorded and disposed.
- Ensure the Café and counter areas are prepared for daily service, ensuring the presentation of the food counter display is stocked and maintained throughout the day.
- When required, serve visitors efficiently with food and drink orders, including Barista style hot drinks, processing payments accurately.
- Demonstrate good product knowledge in order to advise the visitor and answer any queries and suggesting products as part of the ordering process.
- Ensure standards of cleanliness are maintained in the Café and kitchen areas, including the clearing of tables, and the daily cleaning schedules are completed.
- Ensure rigorous food hygiene and allergy processes are maintained by the team.
- Ensure stock is stored and rotated correctly, temperature checks are conducted and accurately recorded, adhering to food safety guidelines and Museum standards.
- Respond to visitor complaints in the first instance, reporting feedback to the Head of Commercial Operations and/or the Visitor Experience Manager.

- Adhere to and perform all duties in compliance with Food Hygiene and Health & Safety standards.
- Undertake Food Hygiene and Health & Safety checks, reporting and actioning any issues as required.

Corporate and Private Events:

- Coordinate and manage the delivery of corporate and private events, working with the Head of Commercial Operations.
- Liaise with clients to appropriately plan their events.
- Where feasible, deliver the catering requirements for corporate and private events in-house, or liaise with the outside caterers.
- Plan, manage and coordinate the delivery of bar services in-house, for corporate and private events.
- Carry out any other tasks that may be assigned to you in line with this role.

Competencies

Essential

- Previous experience of working in a busy catering or food and beverage environment
- Experience of preparing and presenting food to a high standard
- Demonstrate capability of leading, managing and motivating a team
- Outstanding customer service skills
- Excellent verbal and written communication skills
- Excellent organisational skills
- Self-motivated with ability to adapt and use initiative
- Team player
- Strong numeracy skills
- Conscientious, enthusiastic, and motivated
- Awareness of food hygiene requirements, including allergy information
- Flexibility, a positive attitude and an ability to work calmly under pressure
- Ability to work flexibly; weekend, bank holiday and the occasional evening working will be required

Desirable

- Barista trained
- Level 3 Food Hygiene qualification (willing to be trained)
- First aid qualification (willing to be trained)
- Basic knowledge of Health and Safety regulations