

Job Description Café Manager Full Time Permanent Contract

Emerson College is an international centre for learning, discovery, and transformation

We welcome students and visitors from all over the world, celebrating the diversity and uniqueness of each person. Our core purpose is to help people enrich their inner gifts and unique skills to meet their full potential. We support people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of the world's only biodynamic botanical garden.

Emerson College is a charity offering adult education and retreats with an extensive range of holistic workshops, conferences, and events in several buildings, surrounded by over 23 acres of grounds, an apple orchard, a vegetable, flower, and herb garden and a large greenhouse facility. Our kitchen is well known for its creative, vegetarian, vegan and seasonal meals with over 40% sourced from our gardens. The College has a wholistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary.

Purpose of the Role

The permanent, full-time role of Cafe Manager entails leading our team. As the Cafe Manager, you will play a pivotal role in creating an exceptional customer experience, overseeing daily operations, and ensuring the cafe's success.

Recruitment Timeline:

Application Deadline:	Immediate and until vacancy is filled
Interview Date:	On enquiry
Commencement Date:	At point of offer (or by agreement)
Recruitment Contact:	Joni Shakles Head of Operations joni.shakles@emerson.org.uk

Primary Responsibilities

- Lead, inspire, and motivate cafe staff to provide top-notch customer service and maintain a positive work environment.
- Recruit, train, and onboard new team members, fostering a cohesive and skilled team.

- Oversee day-to-day cafe operations, including opening and closing procedures, inventory management, and ensuring adherence to health and safety regulations.
- Monitor and maintain product quality, presentation, and consistency in food and beverage offerings.
- Manage vendor relationships, order supplies, and maintain inventory levels.
- Interact with customers in a friendly and professional manner, ensuring their needs are met and addressing any concerns.
- Continuously seek opportunities to enhance the cafe's offerings and improve customer satisfaction.
- Monitor sales performance, analyse trends, and develop strategies to increase revenue and meet financial targets.
- Manage cash handling, including register operations and banking procedures.
- Maintain accurate records of sales, inventory, and employee rotas.
- Ensure stock and food offerings are always constantly and consistently kept on top of.
- Ensure excellent customer service and quality delivery
- Work with colleagues, as appropriate, on:
 - budgetary and purchasing practices
 - continuous improvement of our service
 - working together and supporting each other when difficulties arise
 - liaising with colleagues
 - Carry Health and Safety awareness together with other staff
 - Participate in management, facilities and staff meetings

Person Specification

- You will be a friendly, outgoing person with excellent personal and communication skills.
- You will be passionate about delivering professional, efficient and exceptional guest service at all times and will also possess strong organisational and IT skills.
- You will have experience in managing a cafe and dealing with customers in a busy working environment.
- Proven Leadership Experience: Minimum of 2 years of experience in a supervisory or managerial role, preferably in the food and beverage industry is preferred but not mandatory.
- Strong Communication Skills: Excellent interpersonal and communication skills to interact effectively with customers, staff, and management.
- Customer-Focused: Passion for delivering exceptional customer service and creating memorable experiences for cafe patrons.
- Organisational Skills: Ability to manage multiple tasks, set priorities, and maintain
- attention to detail in a fast-paced environment.
- Financial Acumen: Basic understanding of budgeting, financial reports, and cost control measures.

- Food and Beverage Knowledge: Familiarity with coffee, tea, and light food offerings. Barista experience is a plus.
- Problem-Solving: Aptitude for addressing challenges creatively and making informed decisions.
- Flexibility: Willingness to work weekends, evenings, and holidays as needed.
- Degree or Diploma: A degree in hospitality management or a related field is preferred but not mandatory.

Conditions of Service

Reporting to:	Head of Operations
Start date:	Immediate and until vacancy is filled
Hours:	40 Hours weekly Wednesday 08:00 to 17:00hrs Thursday through Sunday 08:00 to 18:00hrs
Holidays:	Holiday entitlement is pro rata of 33 days per year including bank holidays with some holidays to be taken between Christmas and New Year when the College is closed.
Discounts & benefits:	Staff discounts on some courses and food, free parking, and a beautiful work environment. Opportunity to work for a Charitable organisation drawing people from across the world and committed to making a difference by supporting people to connect with nature and to finding meaning in life.
Pension:	There is a contributory pension scheme.
Salary:	Range M1 to M3 as £26,889.30 to £28,112.30 paid monthly in arrears
Right to work in the UK:	It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This is an express term and condition of your employment with Emerson College.
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Behavioural Competencies

COMPETENCE GROUP 1: HOW WE PROVIDE LEADERSHIP AND DIRECTION

- Leadership: Motivates others to achieve their objectives and goals through involvement and providing feedback and support. Provides and supports development to enable effective delivery.
- Managing Performance: Sets clear, aligned, high standard performance goals & objectives for self, others, and for the College.

COMPETENCE GROUP 2: HOW WE MANAGE OURSELVES

- Managing Our Own Work: Plans, structures, and prioritises own work to achieve optimum results.
- Communicating with Impact: Presents a positive image by communicating effectively, being resilient and treating people fairly.

COMPETENCE GROUP 3: HOW WE WORK WITH OTHERS

- Influencing outcomes: Adapts style and approach to achieve effective outcome.
- Meeting the needs of students and all guests: Establishes the needs of students and all guests and strives to ensure that these are met.
- Respect for Diversity and Equality: Treats all individuals with respect, responds sensitively to differences and encourages others to do likewise. Ensures equality of opportunity for all.

COMPETENCE GROUP 4: HOW WE MOVE FORWARD

- Achieving Results: Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.
- Continuously Improving Services: Seeks to continually improve the services and processes that impact on users.

