

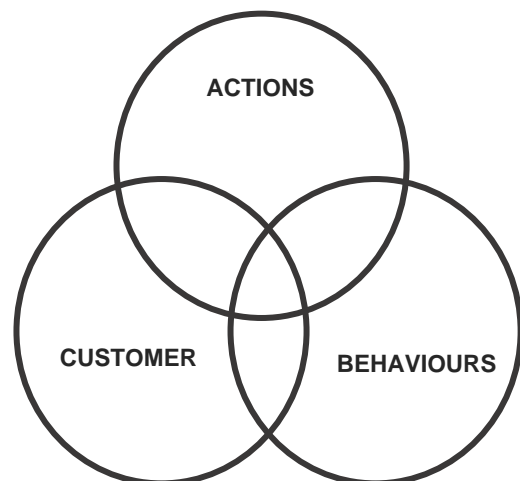
Job Description

POST:	Café Manager
JOB PURPOSE:	To lead in the provision of excellent customer experience in relation to the food and beverage provision at all Newport Live venues.
RESPONSIBLE TO:	Food and Beverage Manager
SALARY:	Grade 4 SCP 17-21
KEY RELATIONSHIPS:	Members of the public, Food and Beverage Manager, Suppliers, Newport Live colleagues
BASE LOCATION:	Riverfront Theatre and other Newport Live venues, including Newport International Sports Village and Active Living Centre.
MANAGEMENT RESPONSIBILITY:	Food and Beverage Assistants
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings and weekends and bank holidays on a regular basis, as required by the business.
TRAINING:	The post holder will be required to attend staff training programmes relevant to the post.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** Focus on food quality/appearance, service and delivery times, and the fine details that define excellent customer service.
- 2** Show an awareness of customers' needs and expectations; prevent problems before they occur and resolve any customer issues.
- 3** Ability to prepare, cook and deliver food in the café and for events & parties.
- 4** Identifying ways to drive sales and increase customer spend.
- 5** Liaise with the Food and Beverage Manager and site management to provide catering for meetings, events and parties.
- 6** Scheduling staff rotas for the café(s) . Ensuring correct manpower levels are in place for the café and any meetings, events and parties where catering is required.
- 7** Motivate, develop, performance manage and conduct reviews for Food and Beverage Assistants.
- 8** Motivating the team and resolving immediate people issues on shift.
- 9** Contribute to human resource people management policies as required.
- 10** Responsibility for ensuring the team understand Newport Live's Mission, Vision and Values.
- 11** Communicating targets, expectations and plans.
- 12** Responsibility for health and safety, food hygiene and legal compliance within the sites' food and beverage operations. Ensure all opening and closing check lists are completed.
- 13** To ensure that Newport Live is always compliant with all legal requirements, standards and policies & procedures.
- 14** Knowing the agreed service standards and key performance indicators and taking action to ensure targets are met.
- 15** Ability to adapt quickly and have a flexible attitude and approach to ensure a high performance service is delivered.
- 16** To carry out the duties of the Food and Beverage Assistants as and when necessary.
- 17** To deputise for the Food and Beverage Manager if required.
- 18** Attending relevant training as required.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

CAFÉ MANAGER– PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.1 Possess 5 GCSE passes (Grades A-G) or equivalent level qualification. (A)</p> <p>1.2 Food Hygiene Certificate Level 2 (A, C)</p> <p>1.3 Good IT skills (A,I)</p>	<p>1.4 National Vocational Qualification relating to food / catering (A, C)</p> <p>1.5 Advanced Food Hygiene Certificate Level 3 (A, C)</p> <p>1.6 Disclosure Barring Certificate (A,C)</p> <p>1.7 Health & Safety Training (A,C)</p>
Knowledge, Skills & Competencies	<p>2.1 Has Excellent customer care skills (A, I)</p> <p>2.2 Ability to prepare and cook food in a retail catering environment (A,I)</p> <p>2.3 Ability to lead, manage and develop staff. (A, I)</p> <p>2.4 Be able to work alone and as part of a team (A,I)</p> <p>2.5 Able to communicate clearly both written and verbally (A, I)</p> <p>2.6 Strong numeracy skills (A,T)</p> <p>2.7 Ability to prepare and cook food for large groups as part of a team (A, T)</p>	
Experience	<p>3.1 Previous experience of working in a busy customer facing role (A,I)</p> <p>3.2 Previous experience of working in a busy versatile catering establishment (A)</p> <p>3.3 Experience of managing staff and leading teams and managing day to day operations in line with relevant policies and procedures. (A, I)</p> <p>3.4 Experience of purchasing supplies, stock management and storage of food products. (A,I)</p> <p>3.5 Experience of bar work (A)</p> <p>3.6 Experience of working on large events (A, T)</p>	
Personal Attributes	<p>4.1 Be able to show commitment to personal continuous performance improvement. (I)</p>	

	<p>4.2 Be able to work well both as an individual and as part of a team. (A,I)</p> <p>4.3 Possess an assertive and confident attitude.(I)</p> <p>4.4 Demonstrate a passion for excellent customer service.(I)</p> <p>4.5 Possess a can-do attitude (A, I)</p>	
Other	<p>5.1 Be able to work various shifts including early mornings, evenings weekends and Bank Holidays (A,I)</p> <p>5.2 Willingness to work from various sites operated by Newport Live. (I)</p> <p>5.3 Holds a current full driving licence.</p> <p>5.4 Has access to a motor vehicle.</p>	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre