



JOB
DESCRIPTION

CAFE AND SKILLS
MANAGER

SS/24/13



FOREWORD FROM DIRECTOR OF SOCIAL ENTERPRISE & OPERATIONS

Dear Applicant

Thank you for expressing your interest in the post of Cafe and Skills Manager in our Courtyard Cafe, Lisburn.

The Cafe and Skills Manager will have overall responsibility for cafe staff and will ensure the efficient and smooth running of the Courtyard Cafe, working to the highest levels of customer service, coffee and food standards. The post holder will ensure the success of the social enterprise cafe and support the advancement of hospitality skills for people with a learning disability. The post holder will also assist with the business development and promotion of the cafe.

This post requires an individual with:

- excellent organisational, communication and people skills.
- a positive and motivated persona with an absolute passion and love for hospitality and making a difference in society.
- drive to increase income generation for the social enterprise.

Stepping Stones NI is an award-winning organisation and offers a diverse working environment with an opportunity to impact positively to the lives of people with learning disabilities and learning difficulties through its services and social enterprises.

We have a great team and we love what we do every day. If you share a commitment to our values and believe in the work we do, we want to hear from you.

Emmett Mullally

Emmett Mullally
Director of Social Enterprise & Operations



BACKGROUND TO STEPPING STONES NI

Stepping Stones NI is a multi award winning charitable organisation supporting people with learning disabilities and and barriers to learning and employment to gain new skills, qualifications and employment.

Our organisation comprises of four core services: employment, training, youth and community youth engagement.

We also operate six social enterprises which include three cafes, a wedding stationery business, a picture framing business and a horticultural wellbeing hub. Each social business serves as a realistic training platform for our trainees where they can learn core skills which ideally enable them to progress into work placements or employment .

Over the last 26 years we have supported people who face all kinds of barriers to employment and learning including Autism, ADHD, Dyslexia and mental health barriers.

We believe that with the right support people who experience barriers to learning and employment can get a job that they enjoy and stay in that job.

Our vision:

A socially enriched world where every individual can take proud steps towards a life fulfilled.

Our mission:

To nurture the potential of people with a disability to thrive in a socially inclusive society.

Our Values:

- We Respect
- We Inspire
- We Empower





JOB DESCRIPTION

Job Title: Cafe and Skills Manager

Reporting to: Catering Operations Manager

Responsible for: Overall responsibility for daily operations, cafe staff and training/support for Learning Disability trainees.

Location: 39 Seymour Street, Lisburn

Salary: £25000 to £28000

Pension: 7% employer contribution

Holiday entitlement: 25 Days and 11 statutory days

Hours of work: 37 hours per week Monday – Friday

Other Benefits:

- **Private Healthcare and access to health and wellbeing platforms**
- **Holiday Purchase "Buy Back Scheme"**
- **25% Discount in our Social Enterprises**
- **Volunteer Scheme - Up to 2 days annual leave to volunteer with other charities / community groups**
- **Employee Assistance Scheme**
- **Take 2 Mental Health Hours**
- **Birthday Day Off**
- **Half Day Christmas Shopping**
- **Death in Service Benefit**



KEY PURPOSE OF THE POST

The Cafe and Skills Manager will have overall responsibility for cafe staff and the daily operations of the Courtyard Cafe, a social enterprise working to the highest customer service standards. The post holder will ensure the success of the social enterprise cafe and support for people with learning disabilities. The post holder will assist with the business development and promotion of the cafe.



MAIN RESPONSIBILITIES

Key Duties

- Ensure a clean, friendly, and positive working environment throughout the cafe for staff and trainees whilst maintaining high levels of customer service.
- Lead and manage the cafe staff team
- To provide an excellent product offering in line with pricing and market trends to attract new customers and maintain loyal customer base.
- Comply fully with Stepping Stones NI Safeguarding Procedures.
- Maintain internal IT records system with regard to confidentiality and adhering to GDPR and Data Protection guidance
- Ensure menu achieves the agreed profit margin and wastage is kept to a minimum.
- Work closely with catering staff to ensure food is served in accordance with all required standards including temperature, portion sizes, expiry dates. Ensure food display and serving is of the best quality and highest standard.
- Ensure the implementation and observance of Health and Safety Regulations including Fire, Hygiene H.A.C.C.P. and C.O.S.H.H. and timely completion of appropriate records.
- Ensure high standards of food hygiene and customer service are always maintained in accordance with healthy and safety practices, company procedures, and environmental health and legislation requirements.
- Ensure front-of-house team work together to serve customers in a friendly and timely fashion, to a high standard, recommending specials, take orders, liaise with kitchen staff and inform food order with accuracy.
- Maintain adequate stocks of supply, monthly stock takes and stock control. Liaise with suppliers to order all the necessary catering supplies.



MAIN RESPONSIBILITIES

Key Duties Continued:

- Ensure that company standards are adhered too in relation to product, uniforms and inhouse design and layout.
- Deal effectively with any customer issues, concerns, or complaints and escalate if appropriate, reviewing feedback to inform improvements.
- Drive cafe performance and promotions to ensure sales targets and profit margins are met.
- To support compliance with quality standards e.g. BSI ISO 9001: 2015
- Ensure the maintenance of an effective cash control and EPOS till reconciliation system in line with Company procedures and ensure all staff are fully trained and competent in daily operations and end of day procedures.
- To be responsible for regular promotion of the Courtyard Cafe with daily social media posts to promote the cafe.

Trainee Welfare

- Provide a suitable learning environment for trainees to develop general catering and front of house skills.
- Complete all documentation in line with organisation policies and procedures in relation to supporting people with a learning disability including developing training plans and attending review meetings.
- Feed into other Stepping Stones NI Staff/Departments in relation to the development and progression of people with a learning disability.
- Engage with all stakeholders as required in relation to trainee progression including parents/carers; social workers; relevant work colleagues involved in trainee engagement in Stepping Stones NI.

This list is not exhaustive, and the role of the Cafe and Skills Manager may change to meet the nature of the business and service.

PERSON SPECIFICATION

Essential Education & Attainments:

- GCSE English and Math's or equivalent (Level 2 Essential Skills).
- Food Hygiene Certificate – Level 2.

Essential Experience:

- Minimum 2 years experience gained within the last 5 years of working in a catering environment in a management or supervisory capacity.
- Minimum 2 years experience as a chef or cook
- Experience of cash control and till reconciliation system to ensure accurate end of day records.
- Experience of achieving sales targets and meeting profit margins.
- Experience in purchasing goods, stock control and managing wastage in a cafe / hospitality environment.
- Experience in managing and recording food hygiene quality standards and Health & Safety standards.

Specialist Skills & Aptitudes:

- Positive attitude in leading a cafe team.
- Excellent IT skills
- Good Communication skills.
- Ability to display merchandise professionally.

Personal Qualities:

- Ability to work as part of a team and be flexible and adaptable to effectively prioritise tasks.
- Be positive, self-motivated and a self- starter with the ability to lead a small team effectively and without supervision and act on own initiative.
- Understanding of the issues/barriers faced by adults with learning disabilities in relation to working in a cafe environment.
- Flexible approach to work across Stepping Stones NI other catering sites.
- Reliable attendance and timekeeping.

Desirable Experience:

- Catering or hospitality qualification or equivalent.
- Current Food Hygiene certificate Level 3.
- Experience of working with adults with learning disability.
- Barista – provision of quality coffees.

SELECTION PROCESS

Application is by submission of an up to date cv to:
emmett.mullally@stepping-stones.org.uk

Applications will be shortlisted against the criteria detailed in the job description.

If we receive a high number of applications, we reserve the right to increase the number of competencies that the candidates will have to demonstrate.

Short-listed candidates will be invited to attend a first stage interview to assess the candidates suitability for the role.

Where the quality of applications is particularly high applicants may be invited to a second stage interview.

Stepping Stones NI is an equal opportunities employer.

Closing date: Tuesday 22nd October 2024 at 4:00 pm

