

## **Cottage Meeting Rooms and Café Manager**

This is an exciting opportunity to be part of the Cottage project housed in the 18<sup>th</sup> Century Toll Bar Cottage that has been renovated and extended for this purpose. This is a Parish Council owned asset in the centre of Broughton that will become the focus of the Village.

We are looking for someone who is excited by an opportunity to work with and support a mixed group of volunteers, promote the use of the meeting rooms and create a café that is a vibrant community hot spot.

You will have experience of customer service, ideally managing volunteers and working in a food serving environment.

The post holder will be fully responsible for the day-to-day operation of the Cottage Meeting rooms and cafe. The success of the Cottage project is dependent on the effectiveness of the manager.

***Initially the role will be to commission the premises, develop the volunteer team and prepare the building for a check by environmental health prior to opening.***

### **KEY ROLES**

- Manage and supervise the operation of a café run by volunteer staff.
- Support and develop the delivery of events and services in response to the need of the community.
- In collaboration with the Cottage Management Committee, you as the Manager will provide café administrative support, key-holding assistance and supervision of volunteers to ensure suitable development opportunity and satisfaction in their role.

### **ABOUT TOLL BAR COTTAGE**

The Cottage, it's café and the meeting rooms are overseen by the Cottage Management committee on behalf of the Parish Council.

The Cottage will be receiving funding from the National Lottery under the Reaching Communities fund and from the Parish Council contributing limited funds towards the running of the building.

The building retains its historic core building where generations of Toll keepers lived from the mid 1700's. This heritage is reflected in the Heritage Gallery on the 1<sup>st</sup> floor where local people will have access to computers, local history and walks books and where local craft designers can display and sell their products.

The café is in two sections: the extension area with its clean lines and modern furniture and the old cottage area with relaxing chairs around the log burning stove.

Upstairs there is a meeting room that will also be used by the volunteer's and the manager.

Outside there will be a hedge and a veranda with seating for the better weather. The garden will have fruit trees, the village Christmas tree and bicycle sheds for the Guild Wheelers.

**Salary:** LGMB scale point 13-17 pro rata (dependent on experience) based on the 20/21 scale this is £11.76 an hour

**Hours:** Initially for up to 30 hours. Fixed term contract to May 2023, with the possibility of becoming permanent dependent on the success of the project.

- This post is partly funded by the Lottery (Reaching Communities)
- Pension contribution (3%) and 28 days annual leave plus statutory bank holidays where worked, weekend work will be required.
- This role is subject to a DBS check

Closing date for application 14th May 2021 (Midnight)

Interviews to be held in the locality w/c 17<sup>th</sup> May

Start Date to be confirmed subject to the successful applicants notice period if required.

Successful applicant subject to three-month probationary period.

## **ROLE DESCRIPTION**

### **The Post holder will:**

#### **Volunteers**

- Coordinate volunteers to ensure that the café is adequately staffed.
- Manage training, supervision and support to volunteers.
- Ensure volunteers are working to the volunteer agreement as set by the Cottage Management Committee.

#### **Customer Service**

- Ensure a professional level of customer service is delivered by all staff at all times.
- Prepare hot and cold drinks and snacks in a timely manner and to a high standard.
- Develop and manage relationships with customers, volunteers and suppliers to both ensure the efficient running of operations and create a welcoming and warm environment.
- Deal with customer queries in a courteous and timely fashion.

#### **Health and Safety**

- Adhere fully to all guidelines using HACCP (Hazard Analysis and Critical Control Points), COSHH (Control Of Substances Hazardous to Health) & PAT(Portable Appliance Testing) based procedures according to most recent government regulations.

- Implement, update and manage all guidelines for the Cottage in line with policies ensuring healthy and safe preparation, storage, cooking and serving of food and drink from the café.

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### **Stock control**

- Organise and manage the purchasing of café supplies to enable the café to meet the needs of its customers by:
- Undertaking weekly stock-takes.

### **Marketing and Promotion**

- Increase turnover in order to create a viable and self-sustaining business.
- Increase customer numbers by marketing and promoting the meeting rooms and café.

### **Training**

- Provide ongoing individual training support for volunteers and provide new volunteers with an induction and training session prior to starting volunteering.
- Ensure all café volunteers have relevant food hygiene certification according to the national guidelines and are appropriately trained to carry out the role asked of them.

### **Financial**

- Record all income and outgoings on relevant spreadsheets or by the use of financial software.
- Ensure that financial sustainability is achieved and maintained by reviewing supplier pricing, room hire menu pricing and wastage.
- *This job description is not exhaustive and is liable to review following discussion with the job holder.*

## **PERSON SPECIFICATION**

The successful development of the Meeting rooms and Café will depend to a large extent on the imagination, initiative and energy of the Manager. A combination of flexibility, enthusiasm, innovation and sound organisational skills is essential.

### **Experience required**

- Previous experience of working in the food service industry at a similar level.
- Experience of supervising volunteers.
- Previous customer care experience essential. Proven management and organisational skills - with thoroughness and attention to detail.
- Proven leadership and ability to work on own initiative without supervision.
- Energy and vision to see tasks through to successful completion.

### **Skills required**

- Good understanding of the principles of food hygiene and preparation.
- Good understanding of health and safety issues and ability to implement procedures to ensure compliance.
- Basic food preparation skills.
- IT - good command of MS Word and Excel.
- Financial stock control and budgeting.

**Formal qualifications**

- Level 3 Food Hygiene certificate (or must be willing to work towards if successful).
- First Aid at Work

**HOW TO APPLY**

For more information and for a site visit to the property please contact: [chair@broughtonparishcouncil.org.uk](mailto:chair@broughtonparishcouncil.org.uk)

**Application**

- A CV
- A handwritten cover letter (max 1 side A4) outlining experience reasons for suitability for the role
- The name and contact details for two people who can provide references.
- Evidence will also be required of proof of being able to work in the UK.

To be sent [to:clerk@broughtonparishcouncil.org.uk](mailto:to:clerk@broughtonparishcouncil.org.uk)

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