

## Job Description

### Café Manager



**Responsible to:** Centre Director

**Responsible for:** Cook, Front of House Staff

**Working with:** Visitor & Commercial Services Manager & Duty Managers

**Salary:** £22,000 per annum.

**Hours:** 35 hours per week, shift-based including some evening and weekend hours. No overtime will be paid but a time off in lieu (TOIL) system operates for additional hours worked.

### Background

Moat Brae is a B-Listed Georgian townhouse and garden in Dumfries. It was designed by local architect Walter Newall in 1823 and acknowledged by JM Barrie as his inspiration for Peter Pan: *“for our escapades in a certain Dumfries garden, which is enchanted land to me, were certainly the genesis of that nefarious work – Peter Pan”*.

The Peter Pan Moat Brae Trust was established in August 2009 as a company limited by guarantee with charitable status to save and restore the property which it has done as part of a two-phase project involving Phase A restoration and Phase B delivery and implementation to create a National Centre for Children’s Literature and Storytelling.

Learning and inspiration is at the heart of this innovative project which will also contribute to the regeneration of Dumfries as part of a broader strategy that plans to use the arts and culture as a means to re-invigorate the town, complementing other cultural developments already underway. The creation of this major new visitor attraction will ensure the future sustainability of the house and garden and Barrie’s ‘enchanted land’.

The café will make a key contribution to the operational revenues of the Centre and will be run as a commercial venture within the Trust’s Trading Wing. As well as a food and drink menu, the café will also cater for events and private hires hosted at Moat Brae.

The Café Manager is a practical, hands-on role, with much of their working hours spent in the kitchen and service area, cooking, preparing and serving food, with office time built in for administration and planning. This is an exciting opportunity to play a vital role in what will be one of Scotland’s biggest tourist attractions.

### Key Roles

#### Café Bar Management

- Take full responsibility for the effective operation of the café bar.
- Work with Visitor & Commercial Services Manager, review sales regularly, agreeing targets and strategies for growth.
- Ensure effective delivery of catering for private hires and events.
- Work with Programme Manager to maximise promotional and sales opportunities.
- Work with Administrator to monitor and manage all maintenance issues.
- Promote and practise relevant health and safety and fire safety standards.
- Ensure all relevant legislation is adhered to with regard to licensing.
- Ensure adherence to effective security procedures, including opening and closing procedures.
- Ensure that accurate cashing up and cleaning procedures are carried out at end of night.

#### Food Preparation and Menu Planning

- Prepare and cook food in advance including cakes and specials alongside regular menu.
- Welcome customers, prepare and serve food and drink.
- Review the menu in collaboration with other key personnel, including setting mark-up prices.
- Log recipes, ingredients and suppliers.
- Ensure that all members of staff are fully briefed about menus, offers and other information.
- Plan and deliver food and drink menus for private hires and special events, liaising with external clients.

## **Financial and Stock Control**

- Carry out supplies ordering, ensuring full availability of menu at all times.
- Ensure all deliveries are received correctly and logged in stock system.
- Process and log invoices and petty cash receipts.
- Maintain effective stock control, storage and rotation to minimise wastage.
- Monitor sales and stocks on an on-going basis including monthly stock checks.
- Review suppliers and prices on an ongoing basis to ensure value for money.
- Be accountable for turnover and monitor against budgeted targets for sales and costs.
- Ensure that all financial procedures are carried out correctly.

## **Staffing and Customer Service**

- Manage the café team, ensuring they work to the expected standards at all times.
- Train café staff in preparing the full menu and the front of house staff in preparing drinks and coffees to the consistently high standard required.
- With Centre Director, recruit cooks and café staff.
- Prepare and manage staff rotas.
- Work with managers to ensure co-operation between FOH and café staff.
- Set a high standard and good example for café staff with regard to punctuality, attendance and attitude and ensure these standards are maintained at all times.
- Set a high standard and good example for café staff with regard to cleanliness and hygiene to be maintained at all times including a regular deep clean schedule.
- Keep the kitchen and storage areas clear, well-organised and easy to use.
- Participate in regular staff meetings and training as and when required.
- Carry out any other duties within the scope, spirit and purpose of the post as reasonably requested.

## **Person Specification**

### **Experience**

- At least two years' kitchen (cooking) experience.
- At least one year's experience in food and beverage management.
- Track record in generating revenue and business development desirable.
- Experience of managing departmental budgets, stock and cost control including mark-ups.
- Experience of leading and motivating a team, including recruitment, training and rotas.

### **Knowledge**

- Food preparation and menu composition.
- Health and Safety, food hygiene, licensing laws and cash handling.
- Competent IT, numeracy and literacy skills.
- Qualification in hospitality/catering desirable.

### **Ability and Aptitude**

- Passion for good food and drink.
- Commitment to excellent customer service.
- Ability to work quickly while remaining welcoming and friendly to customers.
- Entrepreneurial, able to spot issues and opportunities quickly.
- Confident communicator, able to remain calm under pressure.
- Self-motivated and effective in time management.
- Ability to work independently and know when to involve others.

### **Other**

- Work within all Moat Brae policies and procedures, in particular health and safety, equal opportunities, confidentiality and data protection.
- Be informed about, promote and support the work of Moat Brae.
- Be proactive about your own training and personal development.