

JOB DESCRIPTION



Job title:	CAFÉ AND BAR MANAGER
Reporting to:	Venue & Events Officer
Hours	37 hrs per week flexibly including evenings/weekends
Grade/Salary	SCP 7-12 £22,369 to £24,496 annum
Location:	Corn Exchange/Burwell Hall

Job Summary: The primary purpose of the role will be to assist the Venue & Events Officer by managing the Council's café and bars including *Bar 1863* in the Corn Exchange and Burwell Hall to offer a welcoming front of house and ensure high quality provision which complies with all relevant government legislation.

Main Duties & Responsibilities

- Line management of the café/bar staff to ensure they all work in line with the Council's operating procedures, legislative requirements and customer service standards. Appropriate delegation of tasks to staff members.
- Plan staffing and bar cover for all events and as well as the day to day running of Corn Exchange café/bar in conjunction with the Venue & Events Officer, and Venue & Events Assistant. This to include regular management catch ups to go through the diary of events.
- Support the smooth running and operation of the café and bar to include the bar at Burwell Hall
- To act as one of three Duty Managers and point of contact for events held in both halls
- Oversee the management of the Council's Café/Bar functions. To be fully conversant with the conditions attached to the operating licences including the premises licence and to ensure these are strictly adhered to.
- Support the operation of systems such as heating, cooling, lighting and security including CCTV and alarms.

- Operate an effective and welcoming 'front of house' service within the café and bar areas of Corn Exchange and Burwell Hall and be responsible for visual identity and standards of the café and front of Corn Exchange. Ensure that the bar and café areas are presented in a clean and tidy state ready for customers.
- Responsibility for ordering and managing stock for the café and bars including inventory and stock control and selection and purchase of liquor and other supplies.
- Responsibility for maintaining budget and monitoring costs working in conjunction with the Venue & Events Officer
- Work on developing the café, with seasonal offers and onus on upselling products. Creating drink and food menus and ensuring consistent high standards of product
- Develop and plan simple coffee morning events ie Film Club coffee morning etc
- Tracks customer behaviour and sales to ensure profitable running times for café and bar
- Maintain regular daily, weekly and monthly job sheets for café and bar staff

General

- Undertake other duties that are commensurate with the nature and grade of the post.
- Create a positive work environment for staff and encourage development.
- Attending training courses associated with the work and role as required by the Council.
- Adhere to and implementing the Town Council's policies and procedures, including those around equalities and diversity
- Be conversant and comply with Health and Safety regulations applicable to the organisation. Take reasonable care of yourself and others affected by your work activities, use equipment correctly and apply safe working practices effectively to remove or minimise risks of accidents or injury and to meet statutory obligations.

Person Specification – Café and Bar Manager



Education and Qualifications - Essential

- Good standard of education
- Premises licence holder/DPS in accordance with the Licensing Act 2003
- Relevant professional qualification in hospitality or customer service

Education and Qualifications - Desirable

- IOSH/Health & Safety qualification.
- Current First Aid qualification

Experience, Skills & Knowledge - Essential

- Experience of leadership and line management of a small team.
- Knowledge of licencing laws and at least 1 years' experience working in a busy bar, restaurant or similar venue.
- Excellent customer service skills.
- Experience of cash handling, using electronic till systems, managing accounts and budgets.
- Good verbal communication skills and ability to engage and work with the community and stakeholders
- Ability to remain calm and professional in difficult situations
- Excellent time management skills
- An active team player with the ability to work collaboratively
- Ability to work on own initiative and be self-motivated and resourceful.
- Good level of general fitness as job involves lifting and moving of furniture and stock

Experience, Skills & Knowledge - Desirable

- Ability to write thorough management/staff work plans and risk assessment
- Basic level Graphic Design skills ie Canva

Behaviours

- Positive approach and “can-do” attitude
- Ability to adapt to changing circumstances
- Ability to manage own workload and responding flexibly to changing needs and demands
- A commitment to valuing diversity and equality, and to respecting residents, councillors and colleagues in all relationships and aspects of service delivery
- Ability and willingness to work flexibly to meet the business needs of the role

Other

- Holder of a current, clean UK driving licence
- To be available to respond to out of hours emergencies on a rota basis if appropriate.
- Uniform and relevant equipment and PPE will be provided

The postholder will be expected to discharge his/her duties in accordance with Council policy, especially Standing Orders and Financial Regulations.

Fairness and Dignity at Work

Actively support the Council's Dignity at Work policy to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment, to meet statutory obligations and good employment practice.

Note: *This job description outlines the main duties and responsibilities of the post and is designed for the benefit of both the post holder and the Council in understanding the prime functions of the post. It should not be regarded as exhaustive as there may be other duties and responsibilities associated with and covered by the grading of this post.*

TERMS & CONDITIONS OF EMPLOYMENT

Post Title:	Café & Bar Manager
Salary Grade:	SCP 7-12 £22,369 to £24,496 annum
Place of Employment:	<i>Café-Bar 1863</i> in the Corn Exchange/Burwell Hall
Hours of Work:	37 hours per week – flexibly to include evenings/weekends [suggested working days Tuesday to Saturday] By the nature of the role there will be the requirement to regularly work outside of office hours
Pay Period:	Monthly
Pay Arrangements:	Salary will be paid by BACS into a bank or building society account, on or before 25 th of the month.
Allowances:	Casual user car rates at NJC approved rates.
Annual Leave:	24 working days, rising to 28 working days after 5 years continuous Local Government Service (plus 1 extra statutory day at Christmas) plus Bank Holidays.
Disclosure Scheme:	Appointment subject to satisfactory criminal record check
Probation Period:	Six months
Notice Period	The appointment is subject to one month's notice on either side
Conditions of Service:	Unless specified to the contrary, the National Joint Council for Local Government Services, National Agreement on pay and conditions of service.
Pension Scheme:	Employees with a contract of employment for three months or more are eligible to join the Local Government Pension Scheme which is administered on behalf of the Town Council by Oxfordshire County Council. In view of this arrangement the Town Council does not provide a facility for Stakeholder pensions. Contributions range from 5.5% - 12.5% of whole-time equivalent salary plus pensionable allowances, and are assessed annually in accordance with the Council's Pensions Policy Statement and the following table [2022/23]:

Band	Whole-time equivalent pay range (based on pensionable earnings)	Employee Contribution rate (%)
1	Up to £15,000	5.5%
2	£15,001 to £23,600	5.8%
3	£23,601 to £38,300	6.5%
4	£38,301 to £48,500	6.8%

Further information on the Local Government Pension Scheme can be found at

<https://www.lgpsmember.org/thinking-joining.php>