**Job Description**

**Job Title**: **Sunnyside Up Cafe & Farm Shop Manager**

**Hours of work:** 37.5 hours per week

**Reporting to**: Café Group Manager

**Annual Leave:**  20 days per annum + Bank Holidays

**Location**: Site and community based

**A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform. Some evening and weekend work will be required.**

**Job Context**

Sunnyside Rural Trust supports young people and adults with learning disabilities and autism by offering training and employment opportunities within a social enterprise and therapeutic setting. We offer a wide range of employment opportunities including growing and selling fresh produce, café and coffee shop, poultry keeping; PAT testing; gardening design and maintenance; allotment makeovers; and growing and selling a wide range of plants including Dacorum Borough Council bedding plant contract. We sell our produce and services through our farm shops, local networks, regular markets stalls and local events.

**Role Responsibilities**

* To be responsible for day-to-day management of the Sunnyside Up Cafe and Farm Shop and retail product offering at all sites.
* To take the lead on all things retail, purchasing new stock, working closely with our suppliers and sourcing fresh and local produce.
* Preparing promotional materials and displays
* Monitoring sales and using initiative to increase sales, sharing ideas with the Group Manager for promotions, events, and product offering.
* Support the Café Group Manager with organising daily operations such as ordering in stock, creating rotas, and completing health and safety paperwork.
* Line Manage Cafe Staff and complete regular supervisions and yearly appraisals
* Maintaining good levels of cleanliness in the shops and cafes, meeting standards as set by environmental health.
* Managing and maintaining stock levels and performing quarterly stock takes at your assigned site and assisting at other sites as necessary.
* Complete daily financial sales reports, ensuring any discrepancies are explained and reported to Group Manager and Head of Finance
* Complete daily, weekly, and monthly health and safety documents compliant with FSA policies and the Safer Food Better Business Guidance.
* Supporting the Group Manager to train new employees, trainees, and volunteers in all areas of the cafes and shops.
* Resolve any customer queries and complaints whilst on shift
* Promote excellent customer service, leading by example.
* Attend and participate in all team or management meetings.
* To keep up to date with changes in policies/laws/regulations/practices
* To work within the Sunnyside Rural Trusts policies and procedures to provide a high quality of service and to always have a high regard for the organisation’s Equal Opportunities Policy.
* To act in accordance with the General Data Protection Regulations (2018).
* To act in accordance with the Health and Safety at Work Act (1974) and the organisation’s Health and Safety policy statement.
* You may be required to carry out other duties, as within your capabilities and level of responsibility, to meet the needs of the organisation.

**Management of Risk:**

* Ensure that all Health & Safety requirements are observed and adhered to during activities across our sites.

**Collaborative Working:**

* Work collaboratively and communicate effectively with colleagues in office and site settings to ensure the successful delivery of our programmes.
* To ensure all stakeholders are appropriately consulted and engaged with the design and implementation.
* To meet with partners and networks.

**Personal specification**

* Food Safety Level 2 Qualified
* Barista trained
* Availability to work during opening hours (Including school holidays. bank holidays and weekends)
* Previous Retail and Hospitality Management required
* Natural talent for motivating and managing a team
* Proven track record of increasing sales, working with suppliers and stock ordering
* Good IT skills, familiar with office software including use of Excel.
* Outstanding written/oral communication and interpersonal abilities
* Problem solving attitude with an eye for detail
* The ability to multitask and work well under pressure
* Highly organised with excellent time management skills

*Sunnyside Rural Trust strives to be an Equal Opportunities employer. We are committed to safeguarding and promoting the welfare of adults with learning difficulties and all vulnerable groups and expects all staff and volunteers to share this commitment*.