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## **DEPUTY CAFE MANAGER JOB PACK**

Sunnyside Rural Trust is a charity working with adults with learning disabilities. We support people to gain confidence and skills in horticulture and retail.

We have two Farm Shops and three Cafes, which provide a safe and supportive place for our service users to develop their skills in hospitality and retail settings. Our farm shops sell a range of Sunnyside Rural Trust produce and those of other local growers and manufacturers. We offer high quality produce in a friendly and professional shop.

We sell organic fruit, vegetables and salads, high quality and unusual plants & flowers, cheese, biscuits, jams and chutneys, handmade chocolates, organic ice-cream, crafts, gifts, and much more....

We serve fresh homemade lunches, fresh coffee and tea alongside homemade cakes and other sweet treats.

The job will involve working on a rota basis, including some weekend work.

## **JOB DETAILS**

**Job title:** Café Deputy Manager

**Reports to:** Café Group Manager

**Location of job:** The Kitchen Cafe, The Forum, Marlowes, Hemel Hempstead, HP1 1DN (Possible other locations in Dacorum area)

**Main purpose of job:** To work in the café and manage the day-to-day operations, including equipment, health and safety, customer care, food/drink preparation, till work and administration, to create an environment that is welcoming to customers, and supportive to staff and volunteers with learning disabilities and mental health issues.

**Salary:** ££25,500 to £26, 734 FT (Pro rata 30 hrs per week) 7:30am-3:30pm shifts to include bi-weekly Saturdays.

## **JOB DESCRIPTION**

To learn more about what we do visit [www.sunnysideruraltrust.org.uk](http://www.sunnysideruraltrust.org.uk)



## **Role Responsibilities**

- Support the Café Group Manager with organising daily operations such as ordering in stock, creating rotas and completing health and safety paperwork.
- Maintaining good levels of cleanliness in the shops and cafes
- Managing stock levels and performing quarterly stock takes to your assigned site
- 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
- Monitor sales at assigned site and use initiative to increase sales, sharing ideas with the Group Manager for promotions, events and product offering
- Resolve any customer queries and complaints whilst on shift at your assigned site
- Promote excellent customer service in a lead by example role
- Attend and participate in all team or management meetings
- To keep up to date with changes in policies/laws/regulations/practices
- You may be required to carry out other duties, as within your capabilities and level of responsibility, to meet the needs of the organisation.
- 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.



### **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.

### **Relationships and Communications**

- To work as an integral member of the team. For example, working on any of our sites when necessary to cover staff absences
- To attend and participate in meetings, recording minutes and obtaining records, as required.
- To encourage trainees to develop positive, appropriate relationships with others at the Trust's centres.
- To develop positive, professional, effective working relationships with relevant SRT personnel and external professionals.
- In a professional manner, take and relay both written and verbal messages, taking appropriate action when required.
- To immediately report to the Manager the receipt of any complaint regarding staffing, care or facilities.
- To report all relevant information/changes in trainees needs to the rest of the team and the Manager.
- To always present oneself in a professional manner

### **Training and Development**

- To participate in the supervision process and performance reviews: participating in setting and achieving own



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development/performance objectives and making changes in practise as required.

- Lead supervisions with those you line manager in a supportive manner
- To attend and participate in internal and external individual and team training and development activities.
- To achieve the relevant professional qualification appropriate to the role;
- To actively participate in the induction process and meet deadlines.
- To review own training and implement changes in practise.

### **Café & Retail Management**

- Ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- Maintain the cafe in good, clean, and serviceable order
- Participate and complete in deep cleaning schedules
- Follow FSA and SFBB guidance with date labelling and checking these daily
- Completing food ordering, shopping or other suitable tasks to ensure the cafe is prepared for service
- Notify the Café Group Manager of any site problems
- Attend meetings with staff and management, as required
- Checking deliveries for damaged or missing goods and dealing with issues in a professional and prompt manner
- Putting away deliveries in a timely manner, so not to spoil delivered goods, restocking shelves and uploading stock onto EPOS system.
- To participate in additional events, trainee socials and Saturday shifts

### **Additional Requirements**

- To liaise with outside organisations and create and maintain a positive working relationship.
- Provide information for reports and project review meetings.
  - To keep up to date with changes in policies/laws/regulations/practices
  - You may be required to carry out other duties, as within your capabilities and level of responsibility, to meet the needs of the organisation.

## **PERSON SPECIFICATION**



The Queen's Award  
for Voluntary Service



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## **Experience, education and training**

### **Essential**

- A good level of literacy, numeracy and communication skills.
- Experience in managing a team in a hospitality environment
- Good IT skills, familiar with office software including use of Outlook, Word, Excel and POS Til; systems.
- Problem solving attitude with an eye for detail

### **Desirable**

- Training and qualifications in care for people with learning difficulties.
- Qualifications in food and beverage service
- First Aid and Food and Hygiene certificates

## **Skills and abilities**

### **Essential**

- Ability to think logically and creatively to provide practical solutions to a changing range of problems and issues.
- An understanding of food and beverage operations.
- Ability to deal with challenging behaviour.
- Ability to work positively both as a member of a team and independently, with general direction and within a clear framework of accountability.
- Highly motivated and able to use own initiative.
- Good organisational skills
- Excellent communication and interpersonal skills.
- Ability to work under pressure.
- Willingness to be flexible.
- Able to work weekends and during school holidays as necessary

### **Desirable**

- Written communication skills necessary to present information in written reports and correspondence.
- Creative skills to enhance merchandising and promotions
- Cooking and baking skills

## **Experience and knowledge**

### **Essential**

- To have a keen interest in and experience of the catering or hospitality industry.

### **Desirable**

- Experience of working with people with learning difficulties and/or mental health issues.



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***To apply please email Natasha Mohun Leal for an application form.***

***Farmshop@sunnysideruraltrust.org.uk***

To learn more about what we do visit [www.sunnysideruraltrust.org.uk](http://www.sunnysideruraltrust.org.uk)