

Café Assistant Manager Faversham

The Role

This is an exciting opportunity to join leading independent food & drink brand, Macknade. Best known for its food hall in Faversham, Macknade has been at the heart of the food & drink scene in the UK for over 170 years, creating spaces where people & communities can come together over a shared love of food & drink.

This role is suitable for someone with a love of food and a passion to provide high quality service in all aspects of the role. The successful candidate will be looking to learn new skills and develop themselves further. Previous team leader experience is essential.

The principle responsibility will be to support the Café manager in all aspects of the day to day operation of a successful food business as detailed below. There will also be a requirement to help in other areas across the Macknade Group as necessary.

Roles and Responsibilities

- Develop and improve our customer service, ensuring that our customers receive our full attention and that nothing is too much trouble
- Assist the Café Manager to grow the financial performance and profitability of the department
- Assist the Café Manager in identifying and implementing opportunities to increase revenue, reduce costs and implement efficiencies
- To ensure all staff are compliant with all relevant H&S standards in the manager's absence
- Assist the Café Manager in managing orders and stock levels (including imports), reducing wastage, managing margins & pricing and improving profitability by enhancing efficiency
- Develop relationships with producers and suppliers (including imports)
- Lead on the presentation of the department in the Managers absence

- Assist the Café Manager and provide energetic and inspiring leadership, ensuring that all café staff have clear line management, responsibilities and accountability
- Ensure that all Café staff carry out their duties to the best of their abilities always
- Oversee the correct implementation of Café staff lunches and breaks
- Assist the Café Manager with weekly rotas, holidays and sickness in line with budget
- Manage housekeeping work schedules - daily, weekly and monthly
- Develop training schedule and identify further training needs
- Ensure all Health and Safety guidelines are followed and that all the appropriate PPE clothing and equipment is provided, worn and used when required.

Hours of work will vary with the job depending on where the emphasis of the role is on each day.

Holiday is pro rata with a full-time rate of 28 days.