

## Café and Events Manager Job Share

### The Role

The Café and Events Manager at Macknade Fine Foods is a key role with departmental responsibility for the front of house operation in our busy café as well as the delivery of our growing events trade. With the Café having achieved significant growth in the last couple of years, this is a very important time in the continuing evolution of the company and this role will be critical to lead the performance in this area.

Working together with the Head Chef from the kitchen perspective, the holders will be required to take ownership of the operation and development of the department. We recognise the opportunity to make use of our space more efficiently by expanding our events. Therefore, experience of event management would be beneficial.

Shared ownership of the role with our existing part time Café and Events Manager, will naturally lend itself to focus and responsibility in certain areas. Both will be required to fulfil general Café Management, however the emphasis for this appointment will be to take on principle ownership of the events side.

Macknade Fine Foods is at a very exciting stage whilst we put together the structure to take us forward through the next phase in our growth. Macknade will encourage and support, enabling the candidate to carve a progressive path within the business and in their career.

This is an exciting role in a company that has huge potential, and which offers great opportunities for future career development. We expect all our team to demonstrate Pride and Ownership in their role. The post holder is accountable to the Food Service and Counters Manager and will be a key member of the Management Team.

### Roles and Responsibilities

- Develop and improve our customer service, ensuring that our customers receive our full attention and that nothing is too much trouble
- Liaison, planning and delivery of events. Working with the customer and other members of the team to ensure that our event space is maximized and profitable

- Ownership and responsibility for the financial performance and profitability of the department
- Operational lead and flag bearer for Café and Events Team
- Identification and implementation of opportunities to increase revenue
- Identification of opportunities to reduce costs and implement efficiencies
- Assume responsibility for compliance with relevant H&S standards, identifying and implementing new practices where necessary
- Manage orders and stock levels (Incl. imports), reduce wastage and enhance efficiency
- Work with Management Team to manage margins and pricing, improving profitability
- Develop relationships with producers and suppliers (incl Imports)
- Manage presentation of department, the counters, the layout and the display
- Consideration of style of service and ability to enhance accordingly

### **Staff Supervision**

- Ensure the day to day management of the Café operation
- Determine the individual duties of Café staff to maximise efficiency of operations
- Ensure the correct induction and training of all new Café staff
- 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
- Manage weekly rotas, holidays and sickness targeting 30% departmental payroll and then plan to reduce to 25% through improved efficiency and increased revenue
- Work with Food Service Manager to carry out appraisals and interviews
- Manage housekeeping work schedules – daily, weekly and monthly
- Work to develop training schedule and identify further training needs

### **Food Hygiene**

- Ensure the highest standards of H&S and food hygiene are achieved in the Café and are maintained at all times
- Ensure department is left clean, tidy and secure at the end of each working day and this is recorded in a HACCP log
- Ensure all health and safety guidelines are followed and that all the appropriate safety protection clothing and equipment is provided, worn and used always
- Work with all staff to ensure all health and safety procedures are carried out, monitored and recorded correctly throughout the department

**Key skills**

- Team oriented, proactive and flexible
- Strong leadership and team management skills
- An ability to work holistically and creatively
- Good eye for detail
- Genuine interest and knowledge of good food
- Experience of F&B management
- Effective financial and profit centre management
- Customer focussed and good interpersonal skills
- Creative merchandising skills
- Honest, discreet and trustworthy
- Uses initiative and takes ownership

**Hours of Work**

Hours will vary with the job depending on where the emphasis of the role is required on the day in question, they will be based on a 36 hour contract with Café based days range from 8:30-6 pm with events being dictated by the hours of the booking.

Days are 4 days out of 7. The post holder will be required to manage their own times with their team. More Regular Evening and weekend work will be required as we develop our event opportunities.

Holiday is pro rata from full time rate of 28 days