



South West Action for Learning and Living Our Way

Patron John Cullum DL

The Old Engine House, Old Pit Road, Midsomer Norton, Radstock BA3 4BQ

Community Cafe Manager at SWALLOW Charity

Thank you for your interest in SWALLOW Charity. We are an expanding local charity based in Midsomer Norton, carrying out our work within Bath and North East Somerset. This role provides an exciting opportunity to make a direct, positive difference to local teenagers and adults with learning disabilities.

SWALLOW was founded in 1993 and the charity now supports over 130 members, providing tailor-made support to enable them to live their lives to the full, as independently as possible.

SWALLOW is user-led which means that our members are at the heart of everything we do. Our members have a say in all of the courses, activities and events that we run. This role is integral to empowering every individual and to maintaining the high standards that our members expect from us.

Enclosed in this Application Pack are the following documents: Job Description, Person Specification, Monitoring Form and Application Form.

Please return your completed Application Form and Monitoring Form to:

Lucy Gilbert
SWALLOW
The Old Engine House
Old Pit Road
Midsomer Norton
Radstock
BA3 4BQ

Email: LucyGilbert@swallowcharity.org

Deadline for Applications: Monday 28th January 2019

Any enquiries about the vacancy can be made to Lucy Gilbert on 01761 414034. We look forward to receiving your application,

Yours faithfully

Michelle Cox
Human Resources Manager



SWALLOW is working to make sure that teenagers and adults with learning disabilities live the lives they choose, through user led support.



SWALLOW Community Cafe Manager - Job Description

Title:	SWALLOW Community Cafe Manager
Salary:	£11.06 per hour
Hours of work:	35 hours per week
Responsible to:	Courses Senior / Chief Executive
Responsible for:	The SWALLOW café trainees
Place of work:	SWALLOW Community Cafe and office based as required

Purpose of the SWALLOW Community Café:

To empower SWALLOW members, people with learning disabilities, to flourish in a vibrant working environment and to provide healthy, good quality food at a reasonable price to the local community. To give SWALLOW members the skills and experience that they need for work and to help support them into employment opportunities.

To oversee outside catering and product sales opportunities which give SWALLOW members access to paid employment.

This is not an ordinary café and our priorities will always be to the SWALLOW members that train and work in the café.

Role of the Café Manager:

We are looking for a Cafe Manager to manage the daily operations of the SWALLOW Community Café. You will be working alongside, and supporting, people with learning disabilities to develop their retail and catering skills, as well as support them to develop confidence, independence and life skills.

You will support both SWALLOW staff and our members with a learning disability to serve customers with food and drink, take payments and assist in the preparation of the cafe before, during and at the end of service.

You will be able to work comfortably both in the kitchen and front of house. You will be required to work flexibly, the café will be open from 11-3pm Tuesday – Friday and ideally you will have some flexibility to work evenings and weekends when required to help trainees provide outside catering for buffets, events and craft fairs.

The ideal candidate will have experience of working with adults with a learning disability and training in catering will be beneficial.

**Working Hours:**

35 Hours per week. The post holder will be expected to work flexibly to ensure the smooth running of the café.

Key Duties:

Experienced Cafe Manager both front of house and in the kitchen, with strategic management for the development of the café.

Cafe Manager responsibilities include:

- Supporting the café team in running the cafe
- Supporting the café staff team in developing and implementing support plans for each member, with support from the SWALLOW Courses Senior
- Providing feedback to the staff team staff and underlining any issues that may arise
- Ensuring that all staff are compliant with health and safety, food hygiene and other policies at all times
- To work as a member of a busy cafe establishment supporting cafe functions such as preparation, planning, hygiene and customer service
- Support for special events throughout the year e.g. Christmas Meals, themed events, childrens activities, functions etc.

Cafe Management:

- Managing day-to-day operations of the café
- Carrying out risk assessments for individuals working in the café and also risk assessments for the work environment
- Maintain Health and Safety and Food Hygiene Standards and keep daily records in Food Agency Safer food Better business file
- Hands on support in the cafe as needed
- Ensure all cafe areas are clean, tidy and safe – and meet regulations
- Maintain stock levels and stock rotation, with support from the Monday prep group
- Monitor daily expenses, revenues and produce a weekly receipts sheet for the finance manager
- Ordering supplies – in conjunction with the Monday prep group
- Create menus with guidance and support from the café team



- Ensure that excellent customer service is provided at all times
- Health and Safety and Food Hygiene Standards maintained and Health and safety controls, monitoring and reporting
- Sourcing suppliers
- Financial management – day-to-day finances, banking procedures

People Management:

- Line manage café staff with support from the SWALLOW Courses Senior
- Provide support in customer service, creating a cafe culture that is welcoming to all
- Induct new staff and café trainees
- Advise staff on the best ways to support SWALLOW members within the café setting
- Provide support for new trainees with a learning disability to ensure that the correct level of support is provided
- Nurture friendly relationships with customers, parents and carers, social workers to increase loyalty and boost our reputation
- With support from the SWALLOW admin team, manage the café work rotas, holidays, sickness cover etc
- With support from SWALLOW's HR team, manage training plans for individuals e.g. food hygiene

Practical Management:

- With support from the SWALLOW Courses Senior develop accessible instructions for the catering team as required
- With support from the HR team, ensure that reasonable adjustments are in place for all staff and members as required

Additional management required:

- Regular reporting to the Chief Executive and Finance Manager
- holding annual customer satisfaction surveys and analysis popular menu items
- with support from the SWALLOW fundraising team, marketing events as required
- Planning of special events throughout the year e.g. Christmas Meals, Coffee Mornings



- Partnership Management – Develop partnerships with stakeholders such as social workers, community groups, employment providers and local schools etc to establish the best opportunities for people with a learning disability
- Chair regular meetings with the landlords, church committee members to maintain good communication, good relationships and support the church in their attempts to maintain the building

Requirements:

- Work experience within a café setting
- Experience of working in a person centred way with people with a learning disability
- Excellent communication skills with the ability to manage and motivate a team
- Willingness to work alongside the employment support co-ordinator to maximise work opportunities for trainees.

Other information

General

All SWALLOW employees are expected to comply with statutory requirements and SWALLOW's employment policies while carrying out their work. This post is one of continual development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of SWALLOW. All employees and Trustee board members are DBS checked.

Equal Opportunities

The post holder must at all times carry out his/her responsibilities with due regard to SWALLOW's Equal Opportunities Policy.

Performance Review

Overall performance will be formally assessed and reviewed regularly, with additional informal assessment taking place as necessary.

Health and Safety

All employees are subject to the Health and Safety at Work Act. The post holder is required to pro-actively comply with their duties as described by SWALLOW's Policy and objectives for health and safety.

Confidentiality

All employees are required to work in a confidential manner in all aspects of their work.



Person specification for Community Café Manager

Essential qualities:

- Experience of working with people with learning disabilities in a supportive or training role
- Excellent management, leadership and conflict resolution skills
- Catering experience or relevant food planning and preparation skills
- Knowledge of health and safety and food hygiene standards and working within these
- Experience of writing and working with risk assessments
- Excellent organisational, planning and time management skills
- Ability to communicate with people with learning disabilities in an accessible manner
- Good administrative and computer literacy
- Ability to work calmly while under pressure and leading a team
- Experience of managing a budget and handling money

Desirable qualities:

- Level 3 food safety training
- Allergen awareness training
- Experience in customer service
- Experience of working in the charity sector