

Job Description - Olive Cafe Manager

Name

About Olive

Olive was established as a not-for-profit Christian Community Café over 5 years ago. Whilst we are not overtly Evangelistic in our approach, we do aim to show God's love to the community of Edgeley. It is extremely important that our team share this ethos and are open to signposting help for those who need it. We therefore believe that it is a Genuine Occupational Requirement that the Café Manager is a practising Christian so that they can ensure that this culture is supported and maintained.

What does being an Olive employee mean?

Working for Olive is more than just running a high quality commercial café business, it is also about being part of the Community of Edgeley and being a supportive presence to enable people, groups and organisations within the community to meet and enable one another to grow as people and community.

Duties and Responsibilities

- To ensure the seamless running of the Cafe in the most efficient and effective manner delivering the highest possible standards of service, whilst being pro-active in maintaining and/or improving turnover and profitability.
- Being a welcoming and supportive presence to the people of Edgeley.
- Leading prayer sessions with team members and with praying with customers if they request it.
- Reporting to the Trustees.

Business

- Delivery of business strategies, with the support of the Trustees
- Maintain/develop specific control systems in order to meet or exceed food and drink margins
- Seek and maximise revenue opportunities and minimise costs
- Be a change agent, constantly reviewing service delivery
- Work closely with the Trustees to ensure a seamless operation
- Control costs without compromising standards and customer experience
- Agree and support implementation of revenue generation initiatives
- To oversee the quality and availability of food
- Responding quickly and positively to changing requirements whether within the in order to meet business demands
- Facilitate the creation of business strategies with the Trustees
- Stimulate change, challenge assumption and ways of working, to move the business forward
- Maintain and further enhance relationships within the immediate locality, namely residents, retail and office tenants
- Create, deliver and measure promotional activities, including staff incentives
- Managing Sales and Conversion (Till management & reports & Depositing cash in Safe daily)
- Review and communicate financial information to assist in proactive and timely decision making

- Manage daily and weekly stock-takes and review results and variances with relevant members of staff
- Ensure that in house control systems/audit requirements are adhered to
- Action and respond to alleged food hygiene issues, deploying all necessary resources to protect reputation and brand integrity

Customer Service

- Consistently exceed guest expectations
- Seek feedback from customers on a regular basis
- Agree and implement actions to continuously improve the guest experience
- Ensure customer requests and feedback, both verbal and written are responded to promptly and efficiently

Health & Safety

- Protect the health, safety and well being of our guests and colleagues
- Be fully aware of fire, bomb and evacuation procedures
- Ensure that in house control systems/audit requirements are adhered to
- Develop an awareness of the implications that H&S issues have on insurance premium
- Understand relevant H&S legislation and the implications on the business, taking action as required
- Review and communicate health and safety issues and initiate required action with relevant people

Staff

- Ensure the Café is staffed sufficiently for business and hours are recorded
- Develop a motivated and high performing team committed to delivering clear goals
- Develop a culture of inclusivity and welcome
- Audit holiday and sickness administration to ensure consistency and accuracy
- To provide a clear handover during staff changes and ensure each day is reviewed and handovers/briefings are carried out
- To make yourself aware and notify your team of any menu changes, special requirements (including menu items), outstanding orders or work tasks required prior to the commencement of service (incl. Till changes)
- To ensure all staff are well briefed on their responsibilities and are given constant supervision and motivation on all aspects of their work
- To build and maintain an efficient team of employees, driving the team towards the objectives of the business.
- To recruit and select employees to the agreed staffing levels using cost effective recruitment methods with the Trustees
- Ensure all staff are trained in hygiene, coffee / tea preparation and food preparation
- To manage all employees' performance in line with job descriptions, giving regular feedback and appraisals
- To manage all disciplinary and grievance issues within the department in consultation with the Trustees
- Ensure all staff complete an exit interview
- To ensure all departmental staff work hygienically and productively
- Ensure a safe workplace by identifying and reporting hazards and taking corrective action

- Develop a positive and direct relationship with all colleagues
- Support a culture of pride, ownership, flexibility and desire to exceed expectation