

JOB DESCRIPTION

JOB TITLE: Community Cafe Manager
ACCOUNTABLE TO: Service Manager



JOB PURPOSE: To manage and ensure the smooth running of Age Connects Community Cafe for older people, creating a welcoming environment for all.

The Community Café Manager will develop the cafe by increasing the activities provided, extending the opening hours, increasing the team of volunteers and increasing income generation from the café and other fundraising activities.

This job description outlines the key performance indicators of, and output required from the Community Cafe Manager. It is not a definitive list, and the role may well change and evolve over time.

MAIN DUTIES AND RESPONSIBILITIES

- To manage the operations of the Cafe and its volunteers by:-
 - Serving customers
 - Purchasing stock
 - Handling of café takings and weekly banking
 - Booking speakers & organising classes
 - Overseeing fundraising activities
 - Answering service user queries
- To supervise a team of 15 plus volunteers including: -
 - Managing rotas to ensure appropriate levels of cover.
 - Recruiting & training new volunteers to meet the cafe needs
 - Ensure all new staff, including volunteers receive a full induction prior to starting their duties
 - Ensuring a professional level of customer service is delivered by all café staff
- To develop new services and facilities
 - Including expand the Community Cafe's opening hours
- To promote Age Connects Services to users, partners, and the wider population of the Vale
- Look creatively at the café as a whole consulting with its users to explore new services that could be offered.
- Promote and market the café on social media pages.
- To be responsible for health & safety, food hygiene and ensuring the building and its equipment is suitably maintained and cleaned.
- To develop close working relationships with user groups, volunteers, local partners.
- To prepare reports for finance, funders and the Charities trustees
- To be responsible for your own health and safety and the health and safety of others.
- To follow the company's policies and processes regarding equal opportunities and discrimination.
- Undertake any other reasonable duties deemed appropriate by your manager.