

# Llantarnam Grange Arts Centre's Oriel Cafe

## Job Description

**Job Title:** Café Manager

**Pay and Conditions:**

**Hours:** 30 hours per week (4 days of 7.5 hours)  
**Days:** To be discussed but would include most Saturdays  
**Salary Scale:** £8.40 per hour  
**Holidays:** 30 days per year, including statutory holidays (pro rata)  
**Other Benefits:** Company Sick Pay and Staff discount on selected items  
**Terms:** Fixed Term 6 months (with possibility of role extending)

Responsible to: Director/Board of Trustees

Responsible for: Assistant Café Manager and Café Assistants

**Background:**

Llantarnam Grange Arts Centre (LGAC) is situated in the centre of Cwmbran and includes a gallery, craftshop, workshop rooms and the Oriel Café. LGAC is a charity run by a Board of Trustees and the cafe is an integral part of the organisation providing a unique atmosphere for visitors to the centre. In addition to the day to day running the café also provides catering for events held at the centre for instance buffets, afternoon teas and children's parties which are always booked in advance. The Oriel Cafe has a small kitchen/preparation area, 20 covers and serves a 'home cooked' style menu which is predominately vegetarian. In addition to the Café Manager and Assistant Café Manager we also employ approx. 4 part time casual café staff. The centre is open Monday to Saturday 9.30am-5.00pm, the café is open 9.30am – 4.00pm.

**Role:**

The role would be suitable for a creative person with a passion for cooking and working with the public. The successful applicant must have experience of working in or running a small catering operation or cafe. The role involves the management of the catering operation including staff management, all required paperwork, budget monitoring, input in marketing etc. - you will have the support and expertise of LGAC staff to assist with this when needed. The role also involves food preparation and serving customers. Usually you would be based within the kitchen. Shift times can be organised to allow enough time for the different aspects of the role. Each day there is two staff on site, one based in the kitchen and one front of house. During very busy periods or when there are events booked there may be a third member of staff.

The Oriel Café has a lovely relaxed feel and regular customers who contribute to the unique atmosphere of Llantarnam Grange Arts Centre. This is a varied role that will deliver a great learning experience. You'll need to provide the very highest level of customer service and create an atmosphere where people want to return again and again! The role is a fixed term contract with a possibility of it extending. LGAC is currently conducting a café review and the successful applicant will have an opportunity to have an input in the future direction of the café and the café's role within LGAC.

### **Key Responsibilities:**

- 1 To manage the day to day catering operation at LGAC - you will have the support and expertise of LGAC senior staff to support you in marketing, managing budgets etc.
- 2 Devise menus and provide staff with instructions/training to produce them, including afternoon teas, buffet menus and special event menus as required
- 3 Food Preparation/Produce meals - to make soups, quiches, cakes etc. as per the menu.
- 4 Implement Food Hygiene and Health & Safety Regulations - documentation, training, cleanliness, food hygiene and allergy awareness and to ensure that all staff follow safe working practices. To report any problems to LGAC senior staff if appropriate
- 5 Manage Café Staff - devise and organise staff rotas, provide/identify training and guidance to café staff
- 6 Manage Stock control – ensure that correct and adequate stock is ordered/bought. Assist in checking/storing deliveries. Shopping for café as required. Stock rotation – ensure all staff mark correct dates on products and check dates daily and use/dispose as necessary, restock fridges, counter as required
- 7 Cleaning – as required and direct other staff. Wash/dry/store equipment. Clean kitchen area (floors, cookers, walls etc.) and undertake general kitchen and dining room duties (egg. clearing away of equipment and tables). Ensure cleaning check list are followed and filled in
- 8 Assist in setting up tables and chairs (including outside) in morning and clearing in afternoon. Setting up any other equipment/furniture as instructed
- 9 Ensure front of house is run correctly and assist if necessary - serve customers, money handling, waiting on tables
- 10 Deal with enquiries in person and over the phone
- 11 Produce Afternoon Teas, Buffets, children’s party food as required (booked in advance) and direct other staff
- 12 The Café Manager heads the team whose aim is to promote the general well-being of visitors and to meet quality assurance standards
- 13 Adhere to all LGAC policies contained in The Staff Handbook (digital copy provided)
- 14 To carry out any other reasonable duties within the overall function of the role in the allocated time given

### **Person Specification:**

#### **Experience (Essential)**

- Experience of working/running a small catering operation/cafe

#### **Education and Qualifications (Essential)**

- A proven ability in communication and numeracy skills
- Training in food hygiene

#### **Skills & Abilities (Desirable)**

- Must be able to work in a professional manner at all times
- Must be able to lead and work as part of a team

- Must have good customer service/people skills
- Must have good organisational skills and ability to prioritise and work effectively within a pressurised environment
- To actively promote the good image of Llantarnam Grange Arts Centre through the provision of high quality food and a friendly courteous service
- You must have the knowledge of how to safely prepare food and maintain compliance to policy and procedures
- To be responsible for the safe operation of catering equipment
- Ability to set and maintain high standards of cleanliness and hygiene

**Personal Attributes (Essential)**

- Passionate about food and cooking
- Flexible approach to work - be prepared to work alternative or additional hours where required. (This post will require working Saturdays)

**Commitment to Equal Opportunities**

- Adhere to Llantarnam Grange Arts Centre's policies and procedures at all times
- A non-judgmental attitude and a commitment to ensure that all activities operate in accordance with Equal Opportunities