**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Cafes Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department / Unit:</strong></td>
<td>COMMERCIAL SERVICES – CONFERENCES &amp; CATERING</td>
</tr>
<tr>
<td><strong>Job type</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Grade:</strong></td>
<td>GRADE 5</td>
</tr>
<tr>
<td><strong>Accountable to:</strong></td>
<td>Food Services Manager</td>
</tr>
<tr>
<td><strong>Accountable for:</strong></td>
<td>ALL CATERING STAFF IN SPECIFIED LOCATION</td>
</tr>
</tbody>
</table>

**Purpose of the Post**

Working closely with the Food Services Manager, the Cafes Manager will be responsible for effective day-to-day planning, organisation and operation of all the cafe areas both in term and vacation time.

**Key Tasks**

**Role Specifics**

The Cafes Manager will oversee the catering teams and develop the standards for serving customers’ food, soft drinks, hot drinks and/or alcoholic drinks, dependent upon the catering outlet based in.

You will be responsible for staff allocation, including rotas. You will authorise timesheets and rota spreadsheets.

Use EPOS tills for cash handling, including float checks, cashing up, till reconciliations and any investigations.

Use Saffron for ordering, stock taking and creating recipes.

Ensure all relevant Health and Safety legislation is followed.

Provide excellent customer service to a diverse range of customers.

Developing innovative promotions and events throughout the academic year.

Involved with retail product ideas and menu development.

**Leadership/Management/Supervision**

- Set up and development of the catering outlet under the direction of the Food Services Manager and Food Production Manager
- Assist in the recruitment, control, leadership, development, training and motivation of all staff in conjunction with the Food Services Manager
- Prepare rotas and allocate staff to defined work areas as workload and business dictates
- Responsibility for the day-to-day supervision of all staff on shift including allocation and checking of work and monitoring of timekeeping, absence, sickness and discipline. This will include 1 to 1 meetings, return to work interviews and appraisals.

**Strategic/Tactical/Operational**
- Co-ordinate the preparation of the cafes and ensuring a consistent standard of service and customer care for each catering service or event.
- Ensure that key control and recording systems are maintained.
- Have complete product knowledge of the items within the catering outlet, which the team are trained on.
- Assist customers with their food and drink choice including information on food allergens and dietary requirements.
- Hold and attend daily and weekly briefings / meetings.
- Attend training and co-ordinate the training of all staff within the catering outlet.

**Financial**
- Cash handling and reconciliation of the shift’s takings as per the policies, procedures and systems of the College in relation to financial and operational control, completing any variance investigations as needed.
- Receive and check incoming deliveries and transfers of stock to other departments, completing all documents as per the policies, procedures and systems of the College in relation to financial and operational control.
- Check in deliveries as required ensuring goods are as listed and suitable for sale, ensuring stock rotation to keep wastage to a minimum.
- Ensure all wastage has been correctly recorded.
- Requisitioning, and when necessary, placing orders for food and non-food items, cleaning materials and equipment in conjunction with the line manager.
- Analyse the financial reports to maintain budgets and make key changes as necessary, investigating variances as necessary.

**Legislative/Compliance**
- Ensure compliance with food hygiene, health and safety regulations and safe systems of work, taking remedial action as necessary.
- Reporting defects in equipment or facilities, ensuring that the appropriate follow up action is taken.
- Co-ordinate daily cleaning schedules and associated equipment.

**Customer Focus**
- Develop a welcoming environment to enhance the student and customer experience.
- Dealing sympathetically, professionally and promptly with all complaints, following up any actions as required. This may include dealing with confidential information.
• Conduct induction and operational training sessions
• Train and develop all catering assistants within the team
• A key part of the team to develop menus and the ambience of the catering outlet
• Attend operational meetings
• Gather feedback from Royal Holloway customers
• Analyse the data from feedback to develop continuous improvement within the catering outlet

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Customers (student, staff and visitors)
- Conference & Catering Colleagues
- Environmental Health Supervisor
- Commercial Services Colleagues
- Royal Holloway Estates and Maintenance engineers / contractors
- External maintenance engineers / contractors
- External Suppliers
- Delivery Companies
- Catering Management Team
- Royal Holloway Finance Department
- Royal Holloway Health & Safety Department
- Royal Holloway Communications Department
- Royal Holloway Student Life department