

Capital Theatres Job Description

Job Title: **Festival Theatre Café – Assistant Café Manager**

Reports to: Café Manager

Direct Reports: Café Supervisors

Full and part time Café Assistants

The Job

The Festival Theatre redeveloped their ground floor Café in 2017 and have created a vibrant, welcoming destination serving simple fresh food and drink sourced from local suppliers that is prepared on site.

You will be joining one of Scotland's premier cultural organisations with an expanding programme of events and increased audiences

Capital Theatres Trust is looking for an experienced, customer-orientated Assistant Café Manager to assist the Café Manager in all aspects of the operation of the Festival Theatre Café. You will be responsible for helping to build and develop the Café so that it provides a vibrant and welcoming destination in the foyer of the Theatre where locally produced food and drinks are served in a friendly and approachable style.

Core General Duties and Responsibilities

General

- Work with the Café Manager and team to develop product and menu selection
- Promote the Café as a destination, daytime business is the prime target for increasing footfall
- Consistently deliver friendly speedy service and high-quality food.
- You will promote the highest standards of customer service within the team, leading by good example
- Assist the Café Manager to manage all sales activities, ensuring licence requirements and hygiene standards are rigorously adhered to

- Assist the Café Manager to ensure we maintain our excellent levels of customer service through rota writing, training and motivating our team members to perform their best

Stock Control and Analysis

- Work with the Café Manager and the Customer Service Team to order wet stock and ensure stock transfers are accurately performed.
- Direct ordering and receiving food stock.
- Arrange receipt of goods, checking stock receipts, recording / distribution of stock and authorising credit sales
- Care of the store rooms and stock rooms keeping them clean, tidy, safe and secure.
- Assist the Café Manager in analysing the profitability and control of all café stocks in accordance with company procedures.
- Assist in monitoring controls for float issue, receiving nightly cash, and checking and banking activities, in line with company financial policy.
- Fully assist in and provide accurate information for regular internal and external stocktaking.
- Record, analyse and balance daily till sales.

Commercial Development and Promotion

- Assist the Café Manager with developing and delivering sales targets.
- Work with the Café Manager and the marketing team to help identify and create promotional activities to grow the business and help monitor their activity
- Promote feedback from staff and members of the public to ensure excellent customer service and develop commercial success.
- Help develop the customer offer so that it remains commercially sound and interesting

Staffing

- Plan staff rotas for all hourly paid staff to strictly control staffing levels in accordance with service requirements and budget.
- Contribute to the development of staffing plans and budgeting.

- Ensuring you and the team are knowledgeable and respond positively to customer enquiries to maintain good customer relations, proactively offering assistance and guidance to all visitors
- Help manage Cafe staff performance to ensure they perform their duties effectively and professionally
- Assist in the recruiting and inducting of new members of staff, monitoring and assessing performance and help in conducting staff reviews.
- Prepare staff rotas and complete time sheets to ensure appropriate cover and flexibility, especially at peak times, and proper administration and recording of hours worked.
- Ensuring staff are all well-presented. Help to log and monitor levels of staff uniforms and name badges.

Hospitality

- Assist in setting up and running Hospitality or other functions.
- Liaison with outside caterers and events suppliers
- Working with the Customer Services team in the arrangements for conferencing, functions and event management of our venues.
- Preparation of information for credit sales for both internal and external customers

Capital Theatres Person Specification

Job Title: **Assistant Café Manager**

This is a profile of the experience, skills and aptitudes required of the post and lists the criteria, essential and desirable, that will be used in short-listing and selecting candidates objectively and ensures transparency in the decision-making process.

In addition, candidates will be asked at interview to highlight the experience, skills and attributes they feel they possess and that are necessary to fulfil the expectations of the job.

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Experience and the ability to demonstrate the following competencies		
This role requires proven experience in a similar environment at supervisory level with the ability to be able to demonstrate good management practice in developing a team of staff	✓	
Record of delivering service to achieve agreed targets in terms of service and revenue/income	✓	
Experience of close collaboration with members of your own department, colleagues in other departments and external partners and stakeholders	✓	
Experience using a computerised point of sale system and its back of house maintenance	✓	
Skills and Knowledge		
Excellent interpersonal and communication skills.	✓	
Numerate, analytical and with a good eye for detail, ability to contribute effectively to discussion on the production of budgets and targets for sales	✓	
Good people management skills with the ability to delegate effectively, to motivate staff and to help establish clear performance / service standards.	✓	
Good co-ordination skills, with flexible, responsive approach.	✓	
Knowledge of Health and Safety and Environmental Health legislation and all licensing as it affects the Trust's activities		✓
Attributes and Abilities		

Strong customer service ethic at the centre of your working experience	✓	
Ability to work closely with fellow team members	✓	
Project a professional image as befits working for one of the leading arts organisations in the UK.	✓	
Ability to demonstrate this professionalism to staff whom you manage, setting a good example and being a good role model	✓	
Ability to demonstrate the highest levels of service quality and have the confidence to review and challenge when necessary.	✓	
Flair and passion for the Trust, its work and the work of its customer facing staff.		✓
Calm under pressure, able to prioritise work and inspire confidence.	✓	
Quick thinking and responsive with the ability to work proactively and responsibly on your own initiative.	✓	
Able to use initiative and maximise sales opportunities	✓	
Flexible approach to working hours and patterns to meet the demands of this post	✓	
Diplomatic and proactive approach to problem solving both internally and externally	✓	
Ability to retain the confidence of colleagues and staff through effecting relationship building and good management practice	✓	
Qualifications and Training		
Relevant Hospitality / Event Management qualification		✓
Personal License Holder		✓
Food Hygiene Certificate	✓	
First Aid at Work Certificate		✓
IOSH Health and Safety qualification		✓

Philosophy

Capital Theatres aims to be a good employer providing career development and training for employees, caring about our audiences and building long-term relationships with them, forging close and mutually beneficial relationships with stakeholders and business partners and by contributing to and being part of the community we serve. We will always try to exceed minimum standards and expectations.

Capital Theatres strives to be an organisation where our people are empowered, motivated and engaged by their work and enjoy working together to deliver our shared aims and objectives.

Values

Consideration – We will treat everyone that we meet with respect and courtesy.

Collaboration – Working together as a team, we will share information, learn from and support each other and use this approach with our stakeholders and partners.

Professionalism – We will behave with integrity; remain aware of our responsibilities and our position in the community, our status as a charity and a publicly funded organisation.

Successful candidates will be required at interview to provide evidence of skills, experience and ability to meet our core values.