



University of York Students' Union
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JOB DESCRIPTION

Job Title	Cafe Manager
Reporting to	Operations Manager
Place of Work	YUSU Commercial Services
Hours of Work	Average 40 hours per week (160 hours per 4 week period)

Purpose of Role

Putting students, staff and our customers at the heart of all you do

To manage the day to day cafe operation, deliver sales and meet profit targets in a customer focused environment.

Maintaining an excellent quality and standard of service at all times and adhering to legislation within the operation.

We are looking for a Cafe Manager to organize daily operations and motivate our staff to provide excellent customer service.

Cafe Manager responsibilities include scheduling shifts for baristas and wait staff, monitoring daily expenses and revenues and ordering supplies like coffee, milk and snacks, as needed. To be successful in this role you should have work experience with various roles in coffee shops. Also, you should be available to work during opening hours, including weekends and holidays.

Ultimately, you will help increase profitability, boost customer engagement and turn our cafe into a favorite local spot.

Key Tasks

Planning

- To develop and implement the product range within the cafe, focusing on seasonal menus, diversity and trends
- To carry out and effectively manage administration duties relating to food safety, purchasing & payroll
- To identify key calendar dates for increasing sales, footfall and engagement with the cafe and its customers
- Engaging with students and other customers through effective feedback mechanisms to ensure the business meets their needs

Working with Others

- To work effectively with people, developing productive & collaborative relationships with colleagues and stakeholders
- To be responsible for the ongoing motivation of staff, leading by example and developing the team
- To ensure a fun, safe and happy environment for YUSU members

People Management

- To support all staff working in the department enabling them to achieve their best through effective recruitment, development, recognition and performance management
- To ensure that people are adequately deployed during trading hours allowing for fluctuation in trade and close down
- To produce work rotas and /or organise the work of others to ensure the delivery of an effective service
- To complete objectives for the team and have regular reviews and appraisals
- To deliver the training and development of the cafe team
- Monitor and manage staff lateness, sickness and absence & conduct return to work interviews
- Complete YUSU standard training
- To actively engage with suppliers and NUS Trading Support to ensure the best service and products are available within the cafe

Managing Resources

- To be responsible for monitoring and achieving the budget cafe operation
- To be responsible for forecasting, managing and reporting financial information
- To maximise profitability through driving sales, managing and controlling costs, stock and the profit margin effectively
- To utilise resources and make appropriate purchases in line with the budget and the limits of authority taking account of ethical and environmental considerations
- To implement appropriate systems for stock control, managing costs including labour
- To have accountability for wastage and movement of stock
- Complete stock taking procedures and stock counts including producing reports and carry out investigations, reports and actions where required.
- Supporting the management team with the recruitment of staff positions within YUSU
- To understand and use stock control, financial and reporting systems in place

Personal Effectiveness

- To ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- To actively engage and contribute to departmental and YUSU meetings and strategies.
- To provide leadership and build a team which will enable it to meet or exceed our objectives and budget.
- To create a high performance culture in a fun environment with students and customers at the heart of all you do.
- Deliver and uphold effective two way communication channels with the team and other YUSU colleagues at all times.
- Engaging with and building collaborative relationships with University staff, departments and colleges

Service Delivery

- To maintain an up to date awareness of trends and developments in the hospitality/catering and make/recommend appropriate changes to our operation
- To monitor and oversee the provision of our cafe operation, utilising a range of methods and ensuring the nature and range of services continue to meet the demand of all YUSU's customers
- To ensure the service is accessible for all customers and meets the needs of YUSU's diverse membership
- To deliver a customer focused culture to ensure the highest level of service is provided to all customers by every member of staff
- To take overall responsibility for ordering and management of stock to ensure continuity of service
- Maintain an up-to-date knowledge of products and encourage staff to develop their product knowledge
- To communicate with suppliers to ensure quality of produce
- To train the team in the delivery of new initiatives
- Implement and maintain standard operational procedures

Compliance

- To ensure compliance with YUSU's internal procedures and all external legal requirements to include Health & Safety, Food Safety, Allergen Management and Fire Safety
- To operate within YUSU's ethical and environmental parameters for all purchasing and trading decisions
- To ensure operational procedures (including those for cash handling and security) are followed at all times so that standards are met
- Ensure the policies and procedures within the YUSU food safety manual are adhered to at all times
- Adhere to CSR procedure and policy in YUSU
- To implement & support equality & diversity initiatives within YUSU
- To adhere to NUS purchasing and promotions regulations as appropriate
- To hold a personal licence

General Notes

- The principal roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the staff information guide.
- A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Freshers Fair, Student Balls and any other key events, including elections if necessary. Staff are expected to portray a positive image both internally and externally of the Students' Union by displaying standards of service integrity, punctuality, politeness and professionalism.
- To uphold YUSU'S environmental and sustainability practices, ensuring good practice is met, pursuing these changes.
- To abide by YUSU constitutions and policies.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.

- YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.