

**CAMPHILL COMMUNITY HOLYWOOD**

**Shop and Café Manager**

**JOB DESCRIPTION**

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| **JOB ROLE** | **Professionally lead the workshops team to help Camphill Holywood be the best independent organic coffee, bakery and health foods shop and a space of learning, social and skill development for people with learning disabilities.**  |
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| **RESPONSIBLE TO:** | **Community Manager** |
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| **LOCATION:** | **Holywood**  |
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| **HOURS OF WORK:** | **FT 40 hours per week**  |
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| **SALARY:****CLOSING/INTERVIEW:**  | **£25000** **Closing 30/06/2021- interviews commencing week starting 5/07/2021** |
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| **CONTRACT:** | **Permanent, FULL-TIME** |

**KEY RESPONSIBILITIES**

***General responsibilities:***

* Work within and contribute to the principles of the Camphill Holywood 2021-2026 Strategic Plan and operational plans, be a positive role model and foster can-do attitude.
* Provide leadership, job specific training and support for all workshop staff (employed and volunteer) - manage workloads and performance appropriately, ensure adequate staffing of the Café and shop and that the right people in the right jobs (volunteer and employed).
* Foster and maintain within yourself and others the skills and knowledge to ensure that support for day attendees is delivered in accordance with all standards, guidance, regulations and within the Camphill ethos of socially therapeutic practice.
* Promote and foster meaningful work for all day attendees in line with the Camphill ethos, working in partnership with adult participants/day attendees with learning disabilities assisting them to develop their skills and achieve their goals.
* Ensure ongoing safety of day attendees, staff and the public through systematic auditing, improvement and learning processes.
* Ensuring quality standards for all products, understand and ensure that allergens are identified where required and compliance with all food safety and hygiene standards, and general health and safety standards, including mandatory record keeping.
* Creating a warm welcoming atmosphere for customers and excellent customer service.
* Opening, setting up and closing the shop/café, stocking our shop, selling to, and serving our customers.
* Manage and provide reports on own budget area and area of responsibility, including purchasing budgets, petty cash budgets, cash handling, float management, till reconciliation.
* Keeping an eye on costs, profit margins, using resources efficiently and effectively, keeping wastage to a minimum by checking and rotating stock, overseeing ordering, ensuring appropriate stock levels and regular monitoring of stock through regular stocktakes.
* Work with colleagues to complete tasks including pricing, promotions and events – ensuring target and profit margins are met.
* Identifying opportunities to sell and highlight products by creating customer displays and advertising on our Facebook page, sharing your ideas for improvements in own area of responsibility.
* Ensure that risk assessments, accident reports, complaints and compliments are recorded, managed and raised to the community manager where required, following all policies and procedures.
* Act as a role model for good practice, support other members of the team to develop and learn skills.
* Be willing to undergo any/all training required, to learn more, work within and promote the Camphill ethos including upholding key organisational policies and procedures such as Adult Safeguarding.
* Other reasonable duties as required

Applicants must be able to demonstrate:

***Experience, Skills & Abilities:***

* 1+ year’s work experience as a Cafe Manager or senior barista [Essential]
* Strong communication and interpersonal skills, including exemplary customer service skills [Essential]
* Hands-on experience with professional coffee machines
* Business acumen in the area of retail & hospitality [Essential]

***Skills/Abilities:***

* Excellent people skills, capable of working in partnership with all staff including volunteers and employees and in partnership with people with learning disabilities. [Essential]
* Excellent organisational and prioritisation skills, work independently and on own initiative without direct supervision, effectively building trust with management and the team [Essential]
* Ability to plan, allocate and delegate work appropriately, manage own workload appropriately, demonstrating efficient and reliable practice and meeting all deadlines. [Essential]
* Excellent organisation and communication skills, both written and verbal including good administration skills and excellent level of numeracy - the role will include responsibility for budgets, costings and profit margins. [Essential]
* Ability to cope in difficult and challenging situations, to think on your feet, assess situations effectively and resolve conflicts [Essential]
* A keen interest in organic, vegetarian food and responsible consumerism including recycling, reducing plastic waste [Desirable]
* Ability to contribute to, monitor and implement changes and adaptions that will positively benefit the organisation as a whole [Essential]
* Knowledge and understanding of the Camphill ethos. [Desirable]
* Experience of working with adults with learning disabilities, autism and other disabilities/needs. [Desirable]
* Understanding of the work of Camphill communities, the non-profit, charitable and learning disability sectors [Desirable]