

Durham Students' Union

Job Description, Person Specification & Competencies

Role:	Café Manager (fixed term until 20 th June 2018)
Responsible to:	Commercial Manager
Responsible for:	Commercial Staff
Grade:	4.1 (pro-rata)

Main Responsibilities & Duties:

The Cafe Manager will lead and drive the work of the Cafe to meet financial targets and deliver high quality and professional customer service by:

- A. Ensuring clear plans are in place to provide an effective Cafe operation.
- B. Evaluating those plans on a termly basis to ensure continuous improvement.
- C. Developing and managing a high-performing bar team that increase profit levels as well as levels of customer satisfaction at Durham Students' Union.
- D. Helping to expand current bar income activity by researching and maintaining records to support decision-making, in order to increase profit year on year.
- E. Support the development of the student staff team through leading, role modelling and providing regular training.
- F. Ensuring services and facilities are maintained to the highest standards as well as ensuring health and safety procedures are followed within the building.

The Cafe Manager will be accountable for:

- G. Effective performance of colleagues within the Cafe.
- H. Good financial performance of the Cafe including setting, agreeing and meeting budgets.
- I. Supporting the delivery of commercial plans and KPIs.
- J. Driving income generation within the Cafe.
- K. Maintaining the cleanliness of the building to the highest standard.
- L. Compliant and good practice Health and Safety management within the building.

Person Specification:

	Essential Criteria	Desirable Criteria
Qualifications		
Personal License Holder (Level 2)		X
Food Safety (Level 2)	X	
Evidence of continual professional development	X	
Experience		
Working in a Cafe Manager role		X
Stock control experience	X	
Using a Fidelity till system		X
Knowledge and Skills		
Food safety best practice	X	
Licensing Laws and responsible drinking practice		X
Excellent organisation skills and attention to detail	X	
Pro-active problem solving	X	
Principles of outstanding customer / member service	X	
Talents and Attitude		
Commitment to equality, diversity and inclusion and ability to engage students from all backgrounds	X	
Ability to thrive in a busy, fast paced and change-driven environment	X	
Ability to prioritise own work effectively and meet strict deadlines	X	
Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders	X	