

GREENSHANK CAFÉ BAR

JOB DESCRIPTION: Café Manager

Short Term Contract period: March – October 2018

Full-Time Hours: 4 - 5 days per week (35-40hrs) to include every Thursday - Sunday, plus occasional breakfast / evening events.
Café opening hours: 10am-6pm.

Rate of Pay: Hourly - £11.00 per hour (increasing to £13.00 per hour after 6pm).
£23k - £25k pro-rata

The Greenshank Café Bar is a unique venue converted from a 1936 traditional narrowboat and a Dutch work barge into a stylish floating café with a large outdoor sun deck on Bristol's Floating Harbour. The Greenshank Café & Bar is one of the Bristol Packet Boat Trips fleet of boats and is moored at the company headquarters at Wapping Wharf (next to the SS Great Britain).

Working in harmony with the regular boat trip activities of the Bristol Packet, the Greenshank Café is a diverse and lively space. The Café is open to the Public Thurs-Sunday from mid-March to mid-October (additional days during peak season) and is available for private hire all year round for private celebrations and corporate events.

The ethos of the Café is simple: Great tasting cakes and lunches, teas and coffees using ethically sourced ingredients from Bristol and Somerset's best suppliers.

The Greenshank Café Manager will ensure the seamless day-to-day running of the Café, providing a warm welcome and fantastic service at all times.

Main roles and responsibilities

The Café Manager will report to the Bristol Packet Boat Trips Management Team comprising the Office Manager and Company Directors. Working closely with the Management Team, the role holder will be responsible for the following:

General

- Representing the Café in all aspects, providing a friendly and enthusiastic welcome and creating an inviting and well-maintained environment for all visitors
- Opening up and closing down the Café, ensuring the venue is secure at all times

- Ensuring that the Café runs smoothly and efficiently, and that all customers receive a high-quality and professional service
- Continual review and development of the Café menu, identifying creative approaches to producing a compact and exciting menu from a small and busy galley kitchen
- Identifying innovative ways to promote the Café and support the continued growth and success of the venue
- Any additional responsibilities as required in support of the smooth running and development of the business.

Staff Management

- Overseeing all staff in all areas of the Café including Front of House waiting staff and runners, Coffee Bar Barista and all kitchen staff
- Ensuring high levels of cleanliness and hygiene are met at all times
- Ensuring that Café staff provide a warm and welcoming environment and that customer service is efficient, friendly and professional
- Maintaining excellent levels of communication with the Café team and Bristol Packet Management Team.
- Training and directing all staff, ensuring awareness of health and safety requirements and procedures
- Managing the Cleaning Rota and ensuring completion of all regular checklists and logs
- Managing staff breaks and adjusting staffing levels in response to changes in footfall / weather as necessary

Finance

- Cash handling, float management and till reconciliation daily
- Staff training on till operations, and implementing till and pricing updates

Stock Management

- Ordering and storage of food and beverages, liaising with Bristol Packet Management on any additional stock changes or product requirements
- Stock rotation, ensuring all perishable items are in-date, labelled appropriately and stored hygienically
- Advanced planning, baking and preparation of menu items, liaising with Café staff and Bristol Packet Management to ensure availability of cakes and lunch items as required

Events

- Talking to prospective customers about private charter options
- Overseeing private charter events, acting as 'host', and ensuring all customer and event requirements are met

Person specification

Attributes	Essential	Desirable
Personal qualities	<ul style="list-style-type: none"> • A friendly, confident and well-presented demeanour • A hard-working and flexible approach • Ability to both lead & work within a small team • Fantastic customer service and communication skills • A passion for good food and local produce • Ability to make great coffee consistently (Not being afraid to let staff know if their coffee is not right) • Ability to think on your feet and make key decisions independently • Efficient and reliable • An eye for detail and motivation to keep everything 'Ship Shape' 	<ul style="list-style-type: none"> • Keen interest in baking • A desire to work as part of a close-knit team • Ambition to make a success of a new venture
Experience	<ul style="list-style-type: none"> • At least 2yrs previous experience as a Café Manager or similar role • Managing and training staff • Food and beverage stock control and ordering • Cash handling and till reconciliation • Menu development and food preparation 	<ul style="list-style-type: none"> • Creating staff and cleaning rotas • Working / living on a boat • Managing a multi-functional event space • Managing a kitchen • Marketing & promotions via Web, print and Social Media channels
Knowledge of	<ul style="list-style-type: none"> • Food handling and food hygiene • Current licensing laws 	<ul style="list-style-type: none"> • Local suppliers • Connections with industry for promotion and potential pop-up events
Qualifications		<ul style="list-style-type: none"> • Food Hygiene qualification • Personal License Holder • Emergency First Aid • Media relations or communications qualification

Café website: <http://www.bristolpacket.co.uk/greenshank-cafe.html>

If you wish to apply for this post, please send a personal statement describing how you meet the requirements of the role, and a current CV to: cafe@bristolpacket.co.uk

If you have any questions about the role, please email the above address or call 0117 9268157