THE LIVING RAINFOREST

Cafe Manager Job Advert

We are looking for an experienced and motivated Café Manager to oversee daily operations within our visitor centre, The Living Rainforest, to provide excellent customer service and drive business performance.

The Trust for Sustainable Living is a registered charity based near Newbury, Berkshire. At our visitor centre, The Living Rainforest, visitors can experience the sights, sounds and smells of a lush tropical rainforest environment.

The Café Manager is a key member of our team and is a vital role in driving the long-term success and profitability of the café, which is a key part of the visitor experience.

Key responsibilities:

Staffing

- To recruit, manage, train and support all Front of House and Café staff
- To ensure the department is adequately staffed at all times by managing rotas and coordinating with part time and weekend staff
- To assist in the recruitment of new staff and develop programmes to maximise the retention of existing staff
- Ensure employees are trained on the proper use of all café equipment and ensure a high level of health and hygiene are maintained at all times, and monitor and report improvements where required

Legislation

- To ensure Health and Hygiene standards are met and implemented in all front of house areas, including COSHH, Natasha's Law and Food and Allergens Safety.
- Ensure Health and Hygiene practices are up to date with new legislation e.g. Natasha's Law and keep update to date with new legislation

Café Management

- Assist with events held at The Living Rainforest such as food preparation/presentation.
- Implement promotional strategies using sales and pricing data
- Ensure all café areas are welcoming
- Manage the development and oversee day-to-day operations of the café, including creating new menu items based on seasonality and customers' preferences

- Ensure a high standard of cleanliness is maintained at all times
- To manage stock preparation and presentation; ensuring that the café is sufficiently stocked at all times
- To meet and exceed targets set
- To demonstrate excellent customer service and promote good practice within the Centre
- To be responsible for end of day cashing up and all associated administration, ensuring that all till operations are carried out in accordance with our policies and procedures
- To comply with all TLR policies and procedures
- To be first aid trained and administer first aid when required
- To support with adhoc projects and any other duties when required

Required skills and experience:

- Experience working in a café environment, preferably in a management/supervisor role
- Have a vast knowledge of key legislation surrounding food preparation and allergens.
- A Food Safety and Hygiene Level 3 qualification and allergens training
- Strong leadership and communication skills and ability to manage a team

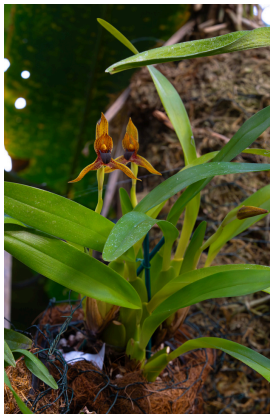
The role:

- This is a full time permanent position (40 hours per week)
- It will include working some weekends on a rota basis acting as Duty Manager for the site

To apply, please provide a CV and cover letter to anitam@livingrainforest.org so we can learn a little more about you.

Thank you for your interest in joining our team. Due to the popularity of some vacancies, if we haven't contacted you back within 28 days, please assume that your application was unsuccessful.

We aim to be an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The Living Rainforest is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk. Therefore the successful applicant will need to undertake an enhanced Disclosure and Barring Service check for this role.

Registered Charity No. 1085057 **Company No.** 4020388 **VAT No.** 857748075