

Job title:	Bank Deputy Café Manager	Reporting to:	Venue for Good Manager
Department/Group:	Trading	Job code/Req no.:	
Location:	SGL	Travel required:	No
Band	3	Position type:	Bank

Main Duties & Responsibilities

The function of the Bank Deputy Café Manager is to provide cover for the Venue for Good Manager providing cover for any sickness, holiday etc. with the day-to-day activities and support the café volunteer team, working as and when required on an ad-hoc basis.

You will help to maximise sales and profitability of our in-house shop and enhance awareness of The Hospice within the Community, providing excellent customer service at all times and ensuring that customers are served in a friendly, efficient and polite manner.

- Maintain high standards of hygiene at all times and in accordance with environmental food health and safety, Better Business for Preparation of Food, and the handling and storage of goods.
- Assist and lead in food preparation for example: sandwiches, salads, sandwiches, baking frozen goods etc. as directed by Venue for Good manager
- Lead daily cleaning and regular deep cleaning of catering areas, equipment, and surfaces, as directed by Venue for Good manager in accordance with Hospice guidelines, and environmental health requirements. Ensuring all areas are checked and signed off.
- Accurately record temperatures for food storage, label food and adhere to allergen training and notices in accordance with EHO protocol.
- Report any faulty equipment to Venue for Good Manager
- Demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy.
- Always provide excellence in customer service
- Operate a welcoming, happy and appreciative atmosphere for customers and volunteer team
- Deliver and ensure high standards of presentation are maintained
- Encourage teamwork, listening and providing appropriate support
- Actively listen to customers and volunteers to demonstrate time and care
- In shop manager's absence ensure timely completion of weekly KPIs
- Follow agreed till, cashing up and banking procedures when handling money
- Take full responsibility for daily banking in the absence of Manager

Qualifications, Skills, Experience, Knowledge & Approach

- Experience in café and/or hospitality setting
- Already have or are willingness to complete Food Hygiene Level 2 or higher and Allergen training
- Experience working with a volunteer team is desirable, not essential
- Previous management experience desirable
- Strong communication and interpersonal skills
- Previous customer service experience
- Good numeracy – confident working with figures and reporting
- Physical strength and pace to cope with regular manual lifting and handling

Communication			
<ul style="list-style-type: none"> • Operate a welcoming, happy and appreciative atmosphere for both customers and the volunteer team • Encourage teamwork, listening and providing appropriate support • Actively listen to customers and volunteers to demonstrate time and care • Ensure communication with colleagues across the organisation is professional, and maintain excellent working practice • Deliver and maintain professional relationships with individuals and organisations whether direct, or indirect interface with The Hospice of St Francis 			
Decision Making			
<ul style="list-style-type: none"> • Problem solving skills, ability to address issues and make informed decisions • Review effectiveness of own work and make recommendations to improve/change service provided • Identify and notify line manager of any operational risks, and when identified follow the correct process 			
Mental & Physical Consideration			
<ul style="list-style-type: none"> • Role requires manual handling • Exposure to emotional circumstances when meeting patient and families 			
Working Conditions & Environment			
<ul style="list-style-type: none"> • Working within a café environment • Based at Spring Garden Lane 			
Health & Safety			
<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors • Follow security procedures when handling the receipt of donated money and processing donated goods • Assist in maintaining adequate security and safety of café, customers, money, goods and personnel • Report accidents according to Hospice policy and any maintenance requirements according to guidelines • Ensure that Health and Safety and Trading Standards regulations are adhered to 			
Safeguarding			
Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.			
Last updated by:	Name	Date/Time:	Date/Time