



Job Description Noel Park Big Local Community Café Manager 6-month initial contract

Hours of work:	21 hours per week; Fridays, Saturdays and Sundays (including evening to be agreed in advance).
Salary:	£7,098 for initial 6-month contract (£25,012 FTE per annum)
Holiday:	139 hours for 12 month, 6 month equivalent, 69.5 hours of holiday including Bank and Public Holidays
Employed by:	Noel Park Big Local Staff are employed by CVSBEH whose terms of contract will apply.
Responsible to:	This role will report to the Noel Park Community Development Manager who will provide day-to-day line-management.
Location:	The Noel Park Big Local Office base is The Cabin @ Russell Park, Maurice Avenue, N22 6PU
Purpose of Job:	Noel Park Big Local has taken a lease on a small kiosk in Russell Park (N22) and it is our intention to turn this space into a thriving community-run café space. The role of Community Café Manager is to organise daily operations of the Kiosk by providing excellent customer service; to monitor daily expenses and revenues and ordering supplies like coffee, milk and snacks, as needed; to help boost customer engagement and turn our cafe into a favourite local spot. You will work closely with the Noel Park Big Local Community Development Manager, the Community and Engagement Outreach Officer, and a team on volunteers.

Main Tasks and Responsibilities

Café bar responsibilities:

- Managing day-to-day operations of the cafe
- Greeting customers as they enter
- Deliver excellent customer service
- Receive and process payments (cash and credit cards)
- Keep the bar area clean
- Comply with health and safety regulations
- Maintain stock of clean mugs and plates
- Providing customers with drink menus and answering their questions regarding ingredients
- Taking orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
- Serve beverages and prepared food, like cookies, pastries and muffins
- Add new menu items based on seasonality and customers' preferences (for example vegan coffee drinks)
- Maintain updated records of daily, weekly and monthly revenues and expenses
- Check if brewing equipment operates properly and report any maintenance needs
- Communicate customer feedback to the Noel Park Big Local Project Manager and recommend new menu items
- Training volunteers on drink preparation and proper use of coffee equipment

General

- Perform other tasks consistent with the general responsibilities and respond to new challenges in the area as they arise e.g. prepare refreshments for some of the projects and activities
- Undertake out of hours and weekend work as the role requires for which TOIL will be granted.
- Keep accurate project records, analysing statistics and produce written reports as required.
- Attend staff meetings, supervision and organisational events as required.
- Work within the policies and procedures of **CVSBEH**.

- Undertake any other tasks not stipulated but within the spirit and level of the role.

Person Specification

Essential

1. Excellent communication skills and ability to interact with a variety of people in the community
2. Positive attitude, able to take the initiative and work well independently
3. A good team player
4. Friendly, welcoming with people's skills
5. Experience of working within a community setting
6. Experience of helping with events and activities
7. Skilled at building productive relationships
8. Experience of working effectively with volunteers
9. Good at time management and juggling different tasks
10. Comfortable being at Noel Park Big Local's representative at various activities
11. Committed to equality and diversity and able to apply this within the workplace and community

Desirable

1. Good local knowledge of Noel Park area and the issues affecting our local communities
2. Knowledge and understanding of community development and social issues