



Cafe Manager

Advert:

Cafe Manager

Full time, including regular weekend working and occasional evenings

Salary: £25,000

The Café Manager is a new role at the Thackray Museum of Medicine. It is key to our ambition to develop and deliver an excellent in-house catering function of which we can be proud - one which serves locally sourced delicious food and great coffee and which has sustainability and accessibility at its core. You will lead a team delivering great food and great service to museum visitors and staff, to our local communities – and to the staff, patients and visitors of St James’s Hospital. The Café Manager leads on the development, coordination, and delivery of all café operations, which may extend to the delivery of conference functions and events.

As well as sharing your passion for service and quality with your team, you will help to make sure that the museum’s mission to make a positive difference to the lives of our public and our community are embedded in our Food and Beverage offer – and that a visit to our café is as much a fun and rewarding experience as to any other part of the museum, for all of our visitors.

The Thackray Museum of Medicine is actively committed to promoting Equality, Inclusion and Diversity. We are a Disability Confident employer and welcome applications from all sections of the community.

Please see our website for further details and application form:

<https://thackraymuseum.co.uk/about-us/work-for-us/>

Meet the team online or onsite: 28 Feb 2022 or by Appointment

Deadline for applications: 5pm 6 March 2022

Interviews: 10 March 2022

Cafe Manager Job Description	
Reports to	Finance Director/Chief Operating Officer
Direct Reports	Café staff; indirect responsibility for any VEA's whilst they are on duty in the café; assumed Duty Manager responsibility on a rota basis
Salary	£25,000
Conditions and benefits overview	<ul style="list-style-type: none"> • 25 days annual leave entitlement plus statutory holidays • Normal working hours are approx. 37 hours per week • Regular weekend working required; occasional evenings • Enhanced DBS check required Other terms and conditions in line with the Thackray Museum of Medicine standard Contract of Employment
Position type	Full time permanent
<p>Who we are: The Thackray Museum of Medicine is a place that inspires people with the passion and purpose of medicine and healthcare, past present and future. We comprise collections, built heritage and a unique community. We're the UK's largest independent medical museum with a collection of over 70,000 objects, books and archives. These are exciting times to join the Museum, following a major redevelopment to reinterpret our galleries and improve our visitor experience. The Museum is open to the public 7 days a week, 10am – 5pm. We have 11 new galleries, a café, shop, community engagement hub ('The Core'), education centre ('The Nerve Centre') and a conference & events facility. You will be a key member of a team that understands and loves our museum and has a passion for sharing it with a diverse public https://thackraymuseum.co.uk/</p> <p>Primary Purpose of the Role: The Café Manager is key to the museum's ambition to develop and deliver an excellent in-house catering function which it is proud of, one which serves delicious food and great coffee sourced from local suppliers, with sustainability and accessibility at its core. Key stakeholders include museum staff and visitors and our local communities - people who live and work in the area, including residents of Harehills, Burmantofts and Lincoln Green, and the staff, visitors and patients of St James Hospital. The Café Manager leads on the development, coordination, and delivery of all café operations, which may extend to the delivery of conference functions and events.</p>	

You will be a key member of a team that understands and loves our museum and its mission, has a passion for creating and sharing good food and coffee with a diverse public and helping to share the impact our museum can have. You will have experience of working in a similar environment and will be highly motivated, organized and personable.

Key tasks and specific responsibilities:

1. To lead and manage all aspects of the Thackray Museum of Medicine café and catering provision, delivering excellent standards of performance and quality
2. To uphold the highest levels of customer service by developing and managing relationships with customers, staff and suppliers to achieve the greatest mutual benefit
3. To ensure that the food and drink offering is of the highest standard: fresh, great quality, with a local provenance wherever possible, sustainable and accessible
4. To ensure at all times that the museum's F & B offer complies with agreed standards and regulations relating to food safety and hygiene and the health and safety of staff and customers
5. To support the café team (including wider museum staff as appropriate who may help out in the café/delivery of the catering provision) to develop and achieve their best potential
6. To manage all aspects of the daily running of the café/catering provision including some food preparation, stock management, EPOS, and any other administration tasks as required
7. To act as Duty Manager for the museum building on a rotational basis
8. As part of the wider team, to ensure that the museum's mission and values are reflected in all public and stakeholder engagement to an excellent standard

The key tasks and specific responsibilities are set out again below, together with the necessary or desirable qualifications, skills and experience.

Please note: Appointment to this position is subject to the candidate completing an enhanced DBS check.

The Thackray Museum of Medicine is actively committed to promoting Equality, Inclusion and Diversity. We are a Disability Confident employer and welcome applications from all sections of the community.

Skills, Knowledge and Experience Matrix

DUTIES	ESSENTIAL			DESIRABLE		
	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE
To lead and manage all aspects of the Thackray Museum of Medicine café and catering provision, delivering excellent standards of performance and quality	Effective leader	Senior experience of working in a busy kitchen and café	Good working knowledge of café management Able to work alone and as part of a wider team		Experience of working in an events' catering environment	
To uphold the highest levels of customer service by developing and managing relationships with customers, staff and suppliers to achieve the greatest mutual benefit	Enthusiastic Empathy Personable Enjoys meeting and interacting with people from a diverse range of backgrounds	Experience of working in a people centric environment	Excellent customer service and hosting skills		Customer service qualification eg NVQ in Customer Service	

DUTIES	ESSENTIAL			DESIRABLE		
	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE
To ensure that the food and drink offering is of the highest standard: fresh, great quality, with a local provenance wherever possible, sustainable and accessible	Attention to detail Innovator	Significant experience in food preparation and presentation.	Knowledge of menu development Skilled in adapting menus for seasonal produce and to suit different audiences	Passion for serving high quality food, coffee and other drinks	Barista qualification Baking to a high standard	Knowledge of effective supply chain management
To ensure at all times that the museum's F & B offer complies with agreed standards and regulations relating to food safety and hygiene and the health and safety of staff and customers	Attention to detail	Basic Food Hygiene Certificate	Knowledge of Risk Assessment Evidence of understanding the key issues relating to health and safety in a kitchen and food service environment Understanding of correct use of PPE		Food Hygiene Certificate Level 3+ IOSH or similar certification in managing safety at work	

DUTIES	ESSENTIAL			DESIRABLE		
	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE
To support the café team (including wider museum staff as appropriate who may help out in the café/delivery of the catering provision) to develop and achieve their best potential	Empathy Genuine Commitment to diversity and equality	Experience of managing and developing a team effectively	Good working knowledge of performance/people management			
To manage all aspects of the daily running of the café/catering provision including some food preparation, stock management, EPOS, and any other administration tasks as required	Highly organised	Stock management experience, including stock-taking procedures Experience of maintaining essential paperwork eg H&S, Food Hygiene, timesheets etc Experience of managing EPOS systems	Knowledge of effective café management tools/systems		NVQ in Catering Management and/or Food Preparation	
To act as Duty Manager for the museum building on a rotational basis	Problem solver Flexible and adaptable		Good understanding of risk management		First Aid Certificate	

DUTIES	ESSENTIAL			DESIRABLE		
	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE	COMPETENCIES	EXPERIENCE & QUALIFICATIONS	SKILLS & KNOWLEDGE
As part of the wider team, to ensure the Museum's Mission and Values are reflected in all public and stakeholder engagement to an excellent standard	Affinity/enthusiasm for the museum's mission Pragmatic, flexible and prepared to lend a hand to other teams when needed		Understanding of the museum's purpose and goals		Lived experience of the museum's target/priority audiences and communities – including: D/deaf disabled communities Local communities of East Leeds Historically under-represented communities	



Supported using public funding by
**ARTS COUNCIL
 ENGLAND**