

Cafe/ Bar Manager Job Description

Job title:	Cafe Bar Manager
Reporting to:	Operations Manager
Line managing:	All BOH and FOH staff
Date:	Application Closing Date: 10am Monday 4th March 2024 Role Starting: End of March / Early April 2024
Location:	Beckenham Place Mansion
Salary:	£28,000FTE - Starting at 4 days/week moving as required to 5 days/week in the Summer Season (May-Oct)
Holiday:	Pro rata based on 28 days per annum FTE including bank holidays

Overview:	<p>Copeland Enterprises Ltd (CEL) is the food and beverage arm of Copeland, a cultural place making and workspace provider. We have two sites that supply food and beverage and are looking for an individual to oversee the management of the cafe, bar and catering offering at one of our sites, Beckenham Place Mansion, a Grade II* listed mansion house in the centre of Beckenham Place Park.</p>
Objectives:	<p>The Cafe/Bar manager will oversee the Mansion Bar and Cafe hospitality operations to ensure that the day to day operations are managed effectively, driving regular sales and delivering great customer service.</p> <p>They will directly manage the FoH and BoH team. Working closely with the Mansion Management and Events team, the Cafe/Bar Manager will ensure that CEL is able to maximise sales across a wide variety of private and public events taking place at the Mansion and the surrounding park.</p> <p>This is both a customer facing, and back of house role, requiring the Cafe/Bar Manager to liaise effectively and regularly with customers, internal staff, and the Operations Manager, and Finance Team on a regular basis</p> <p>They will oversee the rotas for the venue and will ensure that staff turnover remains low, deploying staff effectively to maximise sales and profit across the week.</p> <p>Time will also be spent overseeing ordering, supervising relevant staff in ensuring that orders are placed regularly as per the needs of the businesses. There is also a need to monitor ordering effectively to stay current in line with customers' needs and to minimise unnecessary stock holding.</p>

	<p>They will feed back to Operations Manager regularly regarding performance of the venue and always strive to find new ways to improve business. The role also requires the ability to oversee the necessary works required to improve the interiors and aesthetics of the venue.</p> <p>The successful candidate will also manage the development of key individuals and manage any performance related staff issues as they arise while having the support of the Operations Manager.</p> <p>The General Manager will take responsibility for the accurate reporting of all takings and business expenses and brief the Operations Manager regularly on these where necessary.</p>
<p>Key accountabilities:</p>	<ul style="list-style-type: none"> ● Managing all venue recruitment; interviewing and hiring prospective staff, training staff across both teams, and managing any performance issues. ● Attend bi-weekly meetings with the Operations Manager to report on venue performance and actively engage with new ways to drive sales. ● Oversee the venue suppliers and where necessary in sourcing new ones, dealing with supplier issues as they arrive. Engage and have a strong relationship with our bar suppliers for support around events. ● Oversee ordering of stock/consumables for the venue. ● Manage relevant venue admin, including but not limited to: cash ups, rota writing and submission, ensuring relevant checklists are generated and utilised consistently, all staff documentation is up to date, order sheets are generated and utilised etc. ● Ensure the venue is fully compliant with licensing, health and safety and fire policy and working with the BOH team to uphold food hygiene standards. ● Work closely with the events team at the Mansion to ensure that CEL events are run to a high standard. Liaise with potential customers to ensure prompt booking and deposit procedures. Oversee all relevant hospitality areas of events including set up, security, cleaning, supplier support and pop-up bar use. ● Be the main point of contact from a hospitality perspective for regular events such as Peckish food market as well as any large scale events taking place in the park as a whole, e.g So Last Century <p>Ensure all relevant equipment is working properly and take the lead on any necessary repair works, sourcing new items to ensure the Mansion Bar and Cafe have all the tools required to deliver service.</p> <ul style="list-style-type: none"> ● Oversee all Mansion Bar and Cafe Revenue streams for example the ice cream bike and pop up bars.
<p>Who will you be working with?</p>	<p>Copeland Enterprises Team. Mansion Management team. Copeland HQ staff, Mansion Bar and Cafe Team</p>
<p>Education & experience:</p>	<ul style="list-style-type: none"> ● Experience managing bars and cafes potentially as an assistant manager looking at moving into a general manager role. ● Experience in catering or working with food traders. ● Experience with working with the arts and heritage settings ● Demonstrable track record of working with a variety of team sizes. ● Level 2 Food and Safety.

	<ul style="list-style-type: none">● Google Suite knowledge.● Some experience of a multi-site operation would be preferable but not essential.● Experience using XERO accounting software would be beneficial but not essential.
Person specification:	<ul style="list-style-type: none">● Excellent organisational skills.● Able to manage multiple bookings and enquiries.● Creative outlook, the Mansion at times can be a challenging place due to it being Grade 2* listed so the ability to think outside the box is needed. This is also an exciting opportunity for the right person to make the venue their own.● Local knowledge of the area.● Financial acumen.● Ability to lead a team with multiple revenue streams.● A team player who is able to motivate and lead a strong work culture.● An ideas person.● Strong desire to develop and grow the business.