

# Grow 19

## Café Manager

**Hours: Monday to Wednesday 8:30am – 4:30pm**

**Reports to: SLT**

**Pay grade: KSE plus SEN allowance (pro rata, term time only)**

### **Job Description**

To oversee the daily operations of the Grow 19 Singleton café in Ashford, ensuring it functions as a high-quality drink and food provider, while simultaneously serving as a hospitality training centre for learners at Grow 19. This role involves managing learners, maintaining health and safety standards, and creating a supportive and inclusive environment where trainees can develop practical skills in food preparation, customer service, and business operations. The Café Manager will work closely with the college's hospitality tutor to tailor training programmes to individual trainee needs and running a purposeful café giving learners life skills and experience.

### *Principal Accountabilities:*

- Oversee the day-to-day operations of the café, ensuring it runs smoothly and efficiently.
- Manage the opening and / or closing procedures, including cash handling and reconciliation.
- Help develop and update the café menu, in liaison with the hospitality tutor, ensuring it offers a variety of nutritious options.
- Cater to special dietary requirements and ensure allergy information is clearly communicated and labelled.
- Order and manage inventory, ensuring that the café is well-stocked without excess.
- Negotiate with key suppliers to obtain the best value for products.
- Help develop and implement training programmes for learners.
- Provide hands-on training and supervision to learners, ensuring they understand and adhere to health and safety standards.
- Work closely with the college's hospitality tutor to tailor training programmes to meet the individual needs and abilities of trainees.
- Provide additional support and encouragement to learners as needed, fostering a positive learning environment.
- Monitor and assess learners' progress, in liaison with tutors, providing regular feedback to both learners and their supervising staff.
- Maintain records of learners' progress and achievements.
- Ensure all learners are suitably trained in food safety, hygiene, and customer service.
- Promote morale and wellbeing among learners.
- Ensure a high level of customer service is maintained, with a focus on creating a welcoming and inclusive environment.
- Handle customer complaints and feedback professionally and constructively.
- Promote the café within the wider community, encouraging sponsorship and support.
- Manage the café budget, ensuring financial sustainability, in liaison with the college finance team.
- Maintain accurate financial records and prepare reports as required, in liaison with the college's finance team.
- Ensure compliance with college policies and procedures, including safeguarding and adult protection.
- Report any issues or concerns to the relevant college staff.
- Seek opportunities for continuous improvement in both the operational and educational aspects of the café.
- Stay updated with industry trends and best practises in hospitality and special needs education.

## **Effective communication and engagement with learners, their families and carers and other professionals.**

- Ensure the safety of the learner by monitoring and reporting all concerns and any changes to line manager, health professional or parent / guardian as appropriate.
- Know when to refer information to line manager in line with college policies.
- Maintain accurate records where required.
- Listen to concerns; recognise and take account of signs of change in attitudes and behaviour.

## **Safeguarding and promoting the welfare of the learner**

- Promote and sustain a suitable environment in which the learner feels safe and comfortable.
- Work within the framework of college policies.
- Undergo appropriate training and be passed as competent before carrying out any care intervention.
- Assist with the supervision of groups and individual students as required.
- Maintain personal and professional boundaries at all times.
- Understand your own role and its limitations and the importance of not providing care where you have not been trained or passed as competent to do so.

## **Learner development - Take part in appropriate trips to support the learner with college.**

- Provide, with appropriate guidance and supervision limits, educational, health, emotional and physical support to students.
- Assist in the implementation of appropriate behaviour management strategies.
- Know how to interact with learner in ways that support the development of their ability to think and learn.

## **Multi-agency working - Know the value and expertise you bring to a team and that brought by your colleagues.**

- Work in a team context – forging and sustaining relationships across agencies and respecting the contribution of others working with learner and their families.

## **Sharing information - Provide feedback, as requested, to the class teacher or other appropriate person to support the planning and evaluation of the learning process in respect of groups and individual students.**

- Be aware of and comply with policies and procedures relating to learner protection, confidentiality, health, safety and security.
- Understand the importance of sharing information, how it can help and the dangers of not doing so.
- Attend staff meetings, training days and management team meetings by agreement with the Headteacher.

## **Administration / other - Prepare and keep clean materials and undertake minor clerical duties.**

- Participate in the college's performance management process.
- Participate in training and other learning activities and performance development as required.

## **Health & safety**

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.
- The post holder will make sure the interns wear the correct PPE (if applicable).
- The post holder will promote good safety habits and methods of working and make sure that all protective equipment is used correctly as specified by the Health and Safety at Work Act 1974.

Your duties will initially be as set out in the job description, but this could be amended from time to time to reflect changes in or to the job.

## Person Specification

| REQUIREMENT                 | ESSENTIAL  | DESIRABLE   |
|-----------------------------|--|---|
| QUALIFICATIONS/<br>TRAINING | <ul style="list-style-type: none"> <li>• Relevant qualification in hospitality management or a related field (e.g., NVQ Level 3 in Hospitality Supervision and Leadership) or willing to work towards gaining.</li> <li>• Food Safety and Hygiene Certification - or willing to work towards gaining.</li> </ul>   | <ul style="list-style-type: none"> <li>• First Aid Certification.</li> </ul>  |
| EXPERIENCE                  | <ul style="list-style-type: none"> <li>• Proven experience in working in a café or similar food service establishment.</li> <li>• Experience in training and supervising staff.</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience working with individuals with special needs.</li> <li>• Experience in an educational setting</li> </ul>   |
| KNOWLEDGE                   | <ul style="list-style-type: none"> <li>• Knowledge of health and safety regulations related to food service.</li> <li>• Understanding of nutritional requirements and menu planning</li> </ul>   | <ul style="list-style-type: none"> <li>• Awareness of safeguarding policies and procedures in a college setting.</li> <li>• Knowledge of special dietary requirements and allergy management</li> </ul>           |
| SKILLS/ABILITIES            | <ul style="list-style-type: none"> <li>• Strong organisational and time management skills.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Ability to develop and implement training programmes.</li> <li>• Financial management skills, including budgeting and financial reporting.</li> </ul>   | <ul style="list-style-type: none"> <li>• Ability to adapt training methods to suit individual pupil needs.</li> </ul>   |
| PERSONAL<br>QUALITIES       | <ul style="list-style-type: none"> <li>• Patience, empathy, and a positive attitude</li> <li>• Commitment to providing high-quality customer service.</li> <li>• Enthusiasm for fostering a positive and inclusive learning environment.</li> <li>• Organised</li> <li>• Being discrete, professional, respectful and friendly</li> <li>• Being efficient and dependable</li> <li>• Remaining calm in unexpected or changing situations</li> <li>• Ability to work successfully as part of a team</li> <li>• Confidentiality</li> <li>• To be committed to the college's policies and ethos</li> <li>• To be committed to continuing professional development</li> </ul> | <ul style="list-style-type: none"> <li>• Creative and innovative approach to problem-solving.</li> <li>• Flexibility and adaptability to meet the changing needs of the café and the training academy.</li> </ul> |
| EFFORT/<br>ENVIRONMENT      | <ul style="list-style-type: none"> <li>• Ability to work in a busy and dynamic environment.</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with learners</li> <li>• in working with challenging behaviours and attitudes to use authority and maintaining discipline</li> <li>• To assist with ensuring Safeguarding policies and protocols are correctly followed</li> </ul>   |   |

This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. Appointment to posts exempt from the ROA will be subject to the successful candidate obtaining an enhanced disclosure from the Disclosure & Barring Service to KCCs satisfaction. Grow 19 is committed to the fair treatment of its staff, potential staff or users of its

services regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background. Where applicants have declared a criminal record, the relevance and circumstances of the offences will be considered in relation to the post applied for. Having a criminal record will not necessarily bar that person from working with us.

Grow 19 is committed to safeguarding young adults, a commitment we expect all staff to share and uphold.