

## **Job Description – Café Manager – Community Café**

**CASPA is a charity working to support children and young adults on the Autism Spectrum and with other social & communication difficulties and their families primarily through the delivery of programmes which are designed to increase social & communication skills, independent living skills, employability skills and confidence amongst the client group as well as providing support for families and carers.**

### **GENERAL SUMMARY OF POSITION:**

Under the general supervision of the Senior Leadership Team, the CASPA Community Café Manager will manage the Anerley Town Hall Community Café whilst empathetic to the vision, values and strategic aims of the Charity. The Café Manager will be responsible for the safety and wellbeing of participants on CASPA's Stepping into Employment and Independence Programme, the team of staff and volunteers & customers as well as running the day-to-day business of the café. The Café Manager will work closely with the Programme Manager for the employment programme to ensure a coordinated approach to delivering both the programme and the Café.

### **Essential Skills / Qualities / Further information**

- We provide a lively, fun and relaxed environment in the heart of the community with a focus on customer service and exceptional standards.
- We are looking for an experienced manager that can lead a team and demonstrate exceptional customer service whilst building a high volume environment within our first cafe.
- CASPA aim to raise the bar when it comes to coffee standards and customer service with a clear focus on both the Autism and wider communities that we are part of. We go the extra mile daily, giving each and every customer an experience they will come back for, connecting with them and forming human connections within the Café.
- Business awareness is key and we are looking for a good all-rounder with a focus on customer service that can train a team, keep them focused and raise the profile of the cafe, pushing the business forward whilst keeping the CASPA ethos strong.
- Experience – Managerial experience is vital and a customer service role is key as well as experience in the food and drink industry. Barista experience would benefit but not essential. Past employment with a hotel, restaurant, bar or coffee shop is what we are looking for with experience of managing a team in this environment.
- Excellent Customer Service Skills. Advanced customer service skills are essential for this role as we expect our manager to lead from the front and demonstrate an exceptional skill set.
- We are a friendly and fun loving organisation and we work extremely hard to achieve our goals.

### **Responsibilities**

#### **The Café Manager(s) will:**

- Manage the café to a high standard and work with the Programme Manager to assist in the delivery of the Stepping into Employment and Independence training & pre-employment skills programme.
- Work independently and as part of a team to ensure the smooth and effective running of the café.
- Manage the café within a given budget and deal with the recording and administration of finance related to the café.
- Undertake relevant administrative tasks required for running the café including compiling the staff & volunteer rota, undertaking risk assessments, compiling menus, stock control, cash handling etc. Produce monthly financial reports for the Director & details of staffing/hours for the Operations Manager.
- Be responsible for all matters relating to the Café's food licence including working to the local authority's Environmental Health guidelines and ensuring all regulations are adhered to.
- Train volunteer and paid café staff, assign tasks, enforce cleaning and safety standards, conduct meetings, maintain inventories, ensure high levels of customer satisfaction.
- Help foster the personal, educational and social development of CASPA members through supporting their engagement in the café project and within the activities provided.
- Respond to the needs and interests of the young adults, by listening, valuing individual opinions, and challenging unfair or unacceptable behaviour, and encouraging a positive outlook.
- Help to organise and support events which meet with the overall aims of CASPA.
- Motivate, mentor and develop volunteers working on the café programme(s).
- Work with CASPA's SLT to ensure all marketing, PR and quality assurance objectives are met.

- Encourage the youth and Autism voice and enable the young adults to begin to make decisions about what they would like to see happen at CASPA and in the Café.
- Contribute to a welcoming positive atmosphere and family-centred culture at the CASPA venues (including the café).
- Implement the agreed behaviour management systems in place which encourage positive input from the young adults and which rewards good behaviours.
- Support the government objectives as set out in Every Child Matters and Every Disabled Child Matters through the work done at CASPA.
- Read, understand and adhere to CASPA's Safeguarding Policies; and ensure staff team are aware of the policy and that they are working within it at all times.
- Adhere to all CASPA policies.
- Undertake all other reasonable tasks as required by the CASPA Management Committee & Board of Trustees.

**This general Job Description was agreed in 2020. It should not be seen as precluding future changes.**

Hours – 24hrs per week opening hours 7:30am – 3:30pm  
Pay – £12.50 per hr  
Contracted position (not PAYE)

For more information please email [recruitment@caspabromley.org.uk](mailto:recruitment@caspabromley.org.uk) to request an Application Pack.