

Job Description

Job title	Catering Operations Manager
Responsible to	Finance Director
Responsible for	Supervisors / staff at Cabbages & Kings (Stowmarket) and the Duck & Teapot (Needham Lake)
Salary	£28,000 to £32,000 per annum
Hours of Work	40 hours a week including peak times

Who are we?

127 Trading Ltd is the trading subsidiary of the charity called the Mix Stowmarket Ltd. The charity inspires, empowers, and supports young people, to enable them to develop resilience, to thrive and unlock their full potential.

127 Trading was established to generate unrestricted profit for the Mix. It is wholly owned by the Charity and operates under 5 directors. It operates on 2 separate sites with a café at Needham Lake, with summer/winter opening hours, and a café within the charity building on the High Street in Stowmarket with opening hours, currently 9am to 3pm, Monday to Friday. 127 Trading also provides catering for room hires at the Mix and external catering is also an area that is waiting to be developed further.

Overview and purpose of the role

The Catering Operations Manager will take responsibility for our cafes, Cabbages & Kings in Stowmarket, and the Duck & Teapot at Needham Lakes. As well as providing leadership and management for all café operations, the overall aim is to maximise profits and the successful candidate will develop appropriate menus and service standards, support internal and external events, develop the commercial catering offer and help raise awareness of the charity's aims.

The Catering Manager must also set high standards and ensure they are maintained, be target driven, and financially and commercially astute. They will develop the menus and service, leading on the cooking and presentation of meals. Exceptional customer service skills are also required with the ability to train and recruit both permanent and seasonal members of staff.

Main responsibilities

- Oversee all daily operations of the cafes, including preparation, cooking, customer service, hygiene and safety.
- Developing agreements and partnerships across East Anglia for the supply of high quality and where possible, locally sourced products.
- Be responsible for all buying ensuring the best value and quality within our contracted terms, consistency of supply and customer satisfaction.
- Develop fresh and innovative menu options to meet customer demands, increase profits and enhance the reputation of the cafés.
- Ensure compliance with food safety, health and safety and allergen processes, and all applicable laws and regulations.
- Develop relationships and organize events to promote engagement with community and expand the customer base.
- Develop our offsite presence and income generation by taking a catering offer to events, festivals and shows across the region.
- Attract new customers and increase footfall via marketing and advertising efforts, working with community groups with the charity's Marketing Coordinator.
- Resolve customer complaints and concerns in a professional and timely manner.

- Produce data and reports for 127 Trading Limited Directors and attend in-person meetings as required.
- Manage all sites staffing, rotas and training ensuring the most effective and efficient deployment of staff and oversee the ongoing training and development of the cafe teams. Provide cover to both sites when required, reacting quickly to ensure the smooth and efficient running of both cafes.
- Work to company objectives and KPIs to meet or exceed targets both individually, and as a team.
- Manage the planning and pricing of menus adhering to given budgets to maximise profit and turnover.
- Provide leadership and management to the cafe teams, setting actions and targets for team members to appraise, and manage performance, enable the development and required coaching to enable these targets to be met.
- Ensure excellent communications within the cafe teams, with the charity and with customers / stakeholders.

Person Specification

Qualifications, knowledge, skills and / or experience	Essential	Desirable
A suitable level 3 or above qualification in catering or hospitality (or equivalent experience in the catering / hospitality industry)	*	
At least 5 years' experience of catering or hospitality, preferably in a supervisory or management capacity, and preferably in a similar cafe / coffee shop setting	*	
Demonstrable leadership with ability to drive and develop a team.	*	
Demonstrable proficiency in food preparation, cooking and menu development (preferably in a café setting)	*	
Strong organisational, problem-solving and communication skills	*	
Strong financial and commercial acumen and a creative and innovative approach to business operations and development.	*	
Sound knowledge of legislation and best practice relevant to the catering / hospitality and experience of compliance and maintenance of standards	*	
IT literate with a good working knowledge with electronic point of sales systems and processes, spreadsheets, emails and word processing.	*	
A willingness to work flexibly including peak times (evenings and weekends/ Bank Holidays) and cover all operational duties as part of the team switching between sites when required.	*	
Passionate about customer service with all visitors feeling welcome and valued, cleanliness and presentation standards	*	
An openness to the aims of the charity, youth work and young people.	*	
Sound management and people skills experience of multi-functional teams, preferably within a cafe or similar setting	*	
An understanding of safeguarding and a willingness to work with young people	*	
Ability to understand and analyse data, create reports, and effectively present to staff and Directors	*	
Excellent communication and interpersonal skills to established and maintain effective working relationships with both internal colleagues and external contacts / organisations	*	
Full current driver's licence, access to a vehicle for travel and business insurance cover for travel to multiple work sites		*

Experience of financial oversight including budgeting and cost control	*	
Experience of the long-term strategic development of catering and hospitality business		*

The Mix Stowmarket Ltd. is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any job offers are subject to the completion of satisfactory pre-employment checks and role-specific DBS (criminal records) checks.