

Cafe Manager

Job Description Alexandra Park

Salary: £26,208 per annum

Hours: 40 hours a week, including regular weekend work

Term: Fixed term through to the 31st Oct '25 - with potential to extend

Reporting to: CEO/Trading Manager

Direct reports:

- Part-time staff (typically working on Café Manager's days off)
- Responsible for recruiting and managing a team of volunteers

Job purpose: To manage a community café in Alexandra Park. The role will involve the day-to-day management of the café operations with a focus on developing volunteers' skills and increasing park use and engagement. The café aims to operate in the most environmentally conscious way possible.

Job description:

Café management:

- Create a welcoming and friendly atmosphere for the café.
- Source local suppliers and develop good working relationships (we will operate on an ethical/Fair Trade/organic basis wherever possible).
- Develop a varied menu of hot drinks, cakes and lunch offerings, including a mix of home-made products.
- Establish systems for stock management to maintain quality and minimise wastage.
- Ensure all staff and volunteers have required Food Hygiene certificates.
- Responsible for overall standards of cleanliness and Health & Safety procedures, ensuring the café has a high Food Hygiene Rating.

Volunteer management: The café operates on a staffing model with one paid member of staff who is supported by volunteers, many of whom may have special educational needs or mental health difficulties.

- Recruit, train, develop and manage a team of volunteers to support café operations.
- Develop volunteers' skills, confidence and employability potential.
- Produce a rota of volunteers shifts.

Finance

- Establish procedures for effective financial control to include cashing up systems and daily sales records so that the cafe operates within budget
- Deliver on agreed financial profit targets established with



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the Area Trading Manager and Chief Executive Officer.

- Closely monitor all income & expenditure and profit & loss reports, to meet weekly, monthly and quarterly targets.
- Train all staff and volunteers on till system and cashing up processes
- Develop new income streams for the café.

Events:

- Either directly run or facilitate a variety of weekly events and activities to engage the local community and encourage more visitors to the café and park.
- Work with Parks Activator (if in post) to promote nature-based and sports activities to café users.
- Establish links with community groups and sports teams in the local area to encourage use of the café.

Marketing:

- Responsible for promoting the Café to residents, community groups and sports teams to develop new visitors to the café.
- Manage the Park Café social media channels, e.g. Facebook page, replying promptly to all messages and comments.
- Network with local community groups, sports teams, charities and schools to promote cafe and attract new park users.

Other:

- Wear a uniform and represent The Parks Foundation at meetings and events.
- Become 'the face of the park' taking ownership of any issues within the park and liaising with BCP Council parks and communities teams to ensure any issues are resolved.
- Support operations of other Parks Foundation trading operations (e.g., covering for staff at other sites).
- Your role may evolve over time, you will be expected to be flexible and adaptable when these changes arise.
- Any other duties as required by the Area Trading Manager or Chief Executive Officer.

Additional information:

- Weekend work will be required on a regular basis.
- Some out of hours work may be required.

Location: Alexandra Road, Poole, United Kingdom, Poole BH14 9EW.

Direct interfaces:

- Local residents and park users
- The Parks Foundation staff and volunteers
- BCP Council parks staff
- Local community and sports groups

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Person Specification

Education, experience and knowledge	Essential/desirable
Educated to A-levels or equivalent work experience	Essential
Experience working in a Café Manager or Supervisor role, or in an equivalent catering role	Essential
Experience in recruiting, managing and developing volunteers with additional needs	Desirable
Knowledge of food hygiene and Health & Safety criteria for catering outlets	Essential
Experience managing budgets and working to agreed profit targets	Essential
Experience of engaging with communities, organising and developing community-led activities	Desirable
Knowledge of the park's local area and relevant community groups and networks	Desirable
Skills and ability	
Capable to manage all aspects of café operations	Essential
Ability to coordinate volunteers	Essential
Financially astute with the ability to understand profit and loss accounts, and implement changes to increase profitability	Essential
Customer service focused with a dedicated approach to delivering the best service to café customers. Train team on customer service principles	Essential
Competence using Microsoft Office including Word, Excel and Outlook and other IT systems	Essential
Organised with an ability to manage own workload	Essential
Able to work on your own initiative as well as in a team	Essential
Personal attributes	
Ability to stay calm in a busy café environment	Essential
Passionate to create an environmentally sustainable cafe	Essential
Committed to establishing a community nature facility which engages local community	Essential
Approachable and friendly, with the ability to communicate with a wide range of stakeholders	Essential
Flexible and adaptable attitude towards work	Essential
Able to work weekends and occasional evenings	Essential
Driving license	Desirable