



Sun Pier House CIC
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Sun Pier House CIC

Community Café Manager

- £21,000 - £24,000 (depending on experience)
- Full-time, permanent position
- 35 hours over 5 days, including some Saturdays
- Based on site, at Sun Pier House
- Responsible to the Sun Pier House Directors

Job Overview

Sun Pier House CIC (SPH) is a community focused arts organisation, based in Chatham, Kent.

Operating since 2012, we are home to over 20 creative practitioners in our studios, a gallery and events space, café, and workshop rooms. We run a broad arts programme, from 1:1 artist support to large community festivals that engage over 10,000 people.

We are a very small team with high output and big ambition! The Community Café Manager is a new role in our organisation, and we are looking for someone with a passion for hospitality to join our team and become an essential part of our organisation.

This is an exciting time to join Sun Pier House, our café has been closed since March 2020, and we are planning to re-open in April 2022. We intend to relaunch with a new menu, new facilities, and a new team.

The Community Café Manager will manage a small café team, while also working closely with the Sun Pier House Directors and Assistant Manager who together oversee all aspects of SPH operations, community programming and our arts events schedule.

The Community Café Manager will support the growth plans and community programming ambitions for Sun Pier House by overseeing all aspects of the café operations, budget management, sourcing high quality, sustainable food, and developing our popular café offer.

The café is an integral part of the wider SPH arts space, and offers an essential community space, informal events room, and a positive learning space for work placements and supported internships for adults with learning disabilities and/or Autism, with our pre-existing partners.

The SPH café provides a characterful and unique space in Chatham town centre, with approximately 40 covers. With a menu of freshly prepared and locally sourced options, including some sweet treats, light lunches, sandwiches, scones, etc. The café is located on the 2nd floor of a multipurpose arts space, with regular community bookings and hires happening on site. The café often provides the catering and refreshments for these functions.

This role will be predominantly Front of House and Kitchen based, with some desk work, all at our venue in Chatham. Free staff parking on site is available.

The café's normal opening hours are Tuesday to Saturday, 10am – 4pm, with possible progression to include Sunday and Monday openings in the future. The Manager's working hours will be spread over the week, with monthly rotation of shifts as suitable (some Saturdays will be required). Flexibility from the candidate will be expected to attend and support SPH's community programmes, fundraising events, festivals, and exhibition events that happen outside of normal office hours.

Job Description

Working Hours:

35 hours a week. The post-holder will be expected to work flexibly to ensure the smooth running of the café.

Café Manager responsibilities:

- Manage the daily operation and all aspects involved in the running of the cafe
- Work alongside and support people with learning disabilities to develop their retail, hospitality, and catering skills, as well as grow their confidence, independence, and life skills
- Confident in and able to train all café staff, in aspects relevant to Front of House and in the Kitchen
- Maintain and grow our excellent customer service and loyal customer relationships
- To work as part of a busy café, and support on site functions and events with catering where required
- Manage all H&S tasks involved in food preparation, café management, etc.
- Strategic management for the development of the Café, in regular communication with SPH Directors
- Monitor daily expenses, revenues, produce receipts and relevant budget management procedures with the other SPH management
- Create menus and specials, with a particular interest in developing sustainable sources of food, potential food waste partnerships, etc.
- Management and regular communication with suppliers, deliveries, stockists, etc.
- Assist with the planning of promotional and marketing activities, in partnership with SPH management.

People Management:

- Create a café culture that is inclusive and welcoming to all customers and staff,
- Regular communication and collaboration with SPH management to coordinate the booking calendars for the café, meeting rooms, workshop rooms, and gallery.
- Line manage café staff and raise any areas of concern as a priority with SPH Directors
- Ensure all café staff are maintaining and following the relevant Hygiene, Food Safety and Health and Safety instructions,
- Assist SPH Management to monitor and renew all relevant training for staff e.g. First Aid, Food Hygiene.
- Assist with the training of new staff and placements, including adults with a learning disability, to ensure that the correct level of support is provided (supported by the SPH Directors and our training partners)
- Manage the café staff work rota's, holidays, sick cover, etc. With an accurate monthly work sheet shared with SPH Directors.

Person specification:

- Demonstratable experience in a similar Manager role,
 - Previous training in relevant catering and hospitality courses, such as food safety, first aid.
 - A desire to establish and develop a community café, attracted by the opportunity to have a lot of authority in its development,
 - Experience in, or an interest to assist with funding applications, apprenticeship development and café partnerships.
 - Experience in, or an interest to develop sustainable menus, working to reduce food waste and environmental impact,
 - A high level of professionalism and respect for all walks of life and the communities we serve,
 - A passion for bringing your expertise to a small but growing not-for-profit organisation,
 - Professional awareness of the hospitality sector and other community cafes, and keeping up to date with relevant changes in the law, best practice, etc.
 - Excellent interpersonal and communication skills, both verbal and written,
 - The ability to deal with high levels of work-related pressure, for example managing multiple staff, and pressure at busy service times.
 - Good health to meet the physical demands of the job, standing for much of the time is required as well as lifting and moving of equipment. The café space currently does not have any disabled access and the ability to use stairs is necessary.
 - This role reports directly to the SPH Directors and will require a high level of independence and self-initiative.
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Thank you for your interest in this position with us.

If you would like to ask any questions or have a chat with us about the role before applying, please contact us on 01634 401 549.

To apply: Please send us a CV and cover letter which demonstrates why you'd be a good addition to Sun Pier House.

Send by email to info@sunpierhouse.co.uk, or via post to Sun Pier House, Medway Street, Chatham, Kent, ME4 4HF.

Application Deadline: Friday 4th March, 6pm