

Assistant Manager, Front of House

Terms: £25,000 - £26,000, subject to experience

Hours: Average 40 hours per week, currently 07.30 to 15.30 or 08:30 to 16:30. Rota 5 days from 6, closed Sundays. Occasional evening work is required.

Café Artysans: Cafe Artysans in Strothers Lane, Inverness, is a growing catering operation in the city centre, owned and operated by our parent company, the Calman Trust charity. We also deliver a catering service at the Inverness Justice Centre. Every penny we make is used to support Calman Trust's work with young people who have left school without a plan for the future. The aim of Café Artysans is to provide an excellent food operation where, through experience of real business, young people can 'learn by doing' and prepare for future employment.

1. Job Role

The Front of House team rotates between Cafe Artysans and our outlet in the Inverness Justice Centre 5 minutes away from the main Cafe. The Assistant Manager, Front of House, will support the Café Manager in ensuring that we deliver both a quality service to customers and a place where young people can work and learn.

The Assistant Manager, Front of House, is an important member of the Café team, responsible for ensuring that good management systems are followed, whilst helping lead the staff team in serving our customers and coaching and encouraging the young people who come through the business. As a senior member of the staff team, they must lead by example, showing constructive workplace behaviour and practice. They must reflect the vision and values of Calman Trust in all their interaction, ensuring that these are shown across the staff team. They will report directly to the Cafe Manager.

2. Main Duties

The Assistant Manager, Front of House, will be expected to support the Café Manager in managing the business while supporting the staff team in all aspects of front of house duties at Cafe Artysans and the Inverness Justice Centre. This includes:

- In collaboration with the Café Manager, ensuring the Café Artysans catering operation runs smoothly and efficiently
- Supporting the delivery of regular business process, including rota, banking and performance reporting

- Reflecting the values and vision of Calman Trust and ensuring that these are reflected in the behaviour of all members of the staff team
- Leading the team by example, operating as part of the rota, providing customer service in a warm and welcoming manner
- Helping ensure that front of house staff deliver their roles and responsibilities, identifying additional training needs if needed
- Helping ensure that health and safety, sanitation and food safety requirements are met across the Café Artysans operation
- Working with the kitchen team to ensure food orders meet the needs of customers, efficiently and consistently
- Assisting when required with the fulfilment of new Café Artysans business
- Collaborating with the Calman Trust training team to enable young people's learning
- Coaching and encouraging young people in Front of House roles
- Supporting the management team of Calman Trust in their work to develop and protect the organisation
- Following organisational policies and procedures
- Carrying out any other reasonable duties in support of the Cafe Artysans team and your Calman Trust employers

Essential Criteria:

- Experience in a similar role within the catering industry
- Proven experience of managing staff
- Evidence of ability to lead a team, build rapport and maintain an atmosphere of mutual respect
- Previous administration experience within a catering business
- Experience of cash handling
- Evidence of good IT skills
- Proof of excellent customer service skills
- Ability to exercise initiative, take personal responsibility and resolve issues
- Evidence of ability to deliver high standards of hygiene and health and safety
- A positive, solution-focused attitude to work
- Evidence of ability to engage and motivate young people
- Proven ability to work calmly under pressure
- Smart & professional appearance
- Commitment to supporting the involvement of young people in the workplace
- Commitment to the values and vision of Calman Trust
- PVG check will be required
- Must have a driving licence and access to a car