

# Café Manager

## Background

The Observatory Science Centre is unique amongst science centres due to the link with astronomy. It is now a busy tourist attraction set amid the beautiful Sussex countryside within the former home of the Royal Greenwich Observatory.

During the school holidays and at weekends the centre enjoys a wide visitor base from all ages, abilities & interests including general public, birthday parties, scouting groups, astronomy societies etc. During term time the centre has a large number of visiting school groups (maximum 200 pupils per day). These children will be aged from 4 – 18 years, and will be of all abilities.

Our café is located within the main science centre building in an area originally used by astronomers as a laboratory. It is an important part of the visitor experience but sees large seasonal fluctuations & demands.

We are seeking to recruit a café manager who can meet a challenge with enthusiasm, energy and commitment to the ethos of The Observatory Science Centre.

## Days / Hours

The centre is a seasonal business open from mid January – mid December.

Peak catering times are school holidays and special events which take place throughout the year. The centre is seeking to increase bookings of private evening hire and this presents the possibility to expand our functions menu. As much as possible you should be flexible to work outside of regular hours to manage such private catered events.

The working pattern for this position can be discussed if you are called to interview, but as a guideline our current café manager works 4 days per week at peak times, reducing to 2 /3.

**There are many options and there is flexibility for the right candidate.**

## Job Description / Duties / Typical Tasks

- Training and leading of café staff
- Planning menus and contributing to the development of the centre
- Ensuring Health & Safety regulations are strictly observed
- Organising café cleaning and ensuring there is an adequate supply of cleaning materials
- Maintenance of equipment and organising repairs where necessary
- Budgeting and careful financial planning
- Determining the correct amount to charge for menu items
- Maintaining & monitoring a high level of service
- Keeping financial records and the payment of invoices
- Maintaining stock levels, ensuring stock rotation & control, ordering supplies and liaising with suppliers

## **Requirements / Personal Qualities**

To be considered for this position you must have previous experience in a café (or similar) operation. You will initially work alongside our Café Manager with a view to running the café for the 2009 season. You must possess excellent customer service and management skills, and be able to maintain the smooth running of a seasonal café with unique demands. Due to the nature of the business you will maintain a 'hands-on' role and be responsible for, and involved in all of the day-to-day café operations, developing the service whilst meeting customer expectations, food & hygiene standards and financial constraints.

You will have responsibility for the café but will report to The Operations Director. You will have scope to develop both the general & special events menu.

You should demonstrate evidence of:

- Experience of working in a similar environment, or demonstrating willingness to learn
- Knowledge of café food, and its preparation
- Good communication, interpersonal & customer service skills
- Administrative ability & IT literacy
- Ability to keep calm under pressure and think on your feet
- Ability to work accurately with figures and manage a budget
- High level of initiative and strong organisational skills
- Willingness to occasionally work unsocial hours
- Ability to lead & motivate staff as a team worker
- Stamina and the ability to work under stress;
- Own transport is essential as the centre cannot be accessed via public transport.
- A CRB check will be necessary

## **What we offer**

The centre is an educational charity and has to operate very economically & efficiently. You will be hourly paid (there is no overtime rate). The initial hourly rate will be subject to your qualifications & experience, and will be reviewed after a 3 month trial period for the 2009 season.

- Free uniform
- Free tea / coffee
- Free parking
- A very satisfying job in which you will never be bored!

## **How to apply**

Applicants must be above school leaving age (16+).

Please post a handwritten letter of application, and CV to:

Mrs J Harris  
Education / Operations Director  
The Observatory Science Centre  
Herstmonceux  
East Sussex  
BN27 1RN

### **Closing date 1 October 2008.**

Please include details of 2 referees – these will not be approached unless a job offer is made.

The successful applicant will be required to start as soon as possible, subject to references. Final confirmation of employment will be dependent on compulsory checks with the Criminal Records Bureau.