

Job Description/Person Specification

1. Post

Post:	Cafe Manager		
Contract:	Permanent		
Hours:	5 days per week, 40+ hours per week. Some evening and weekend work required		
Salary:	£22 – 25,000 pro rata, per annum	Dates:	From 1 April 2018
Benefits:	Access to company pension scheme 28 days holiday including public holidays		

About BOM

Established in 2014, BOM (Birmingham Open Media) is forging a new model of radical practice at the intersection of art, technology and science with measurable social impact.

By making sustained investment in a community of Fellows and developing strategic projects and partnerships, we test pioneering ideas that investigate the transformative value of the arts across education, health and society.

Our gallery is an evolving space filled with residencies, exhibitions and shared learning. This provides a critical, collaborative environment and an open forum for debate with public audiences for developing work during the R&D stage.

We believe that the arts should value participation over all else, and that investing in the right people with the right support is key to developing transformational practices that enable society to fully participate in culture.

Our community of Fellows is a group of artists, technologists, scientists, producers and researchers who all fuel (and are fuelled by) BOM's ethos, and help us to deliver our vision.

About the Role

Opening late April 2018, Café BOM is our brand new café operating alongside our gallery and public programmes.

2018 is an incredibly exciting time for BOM, as we launch our newly refurbished building after extensive renovations, and become one of Arts Council England's flagship National Portfolio Organisations. Until now, we have subleased our café space to external subtenants, but we're now ready to take the leap in developing our own café enterprise to welcome a diverse range of audiences, host an exciting programme of events and build a brand new customer base.

Our current capital project has been designed in consultation with the autistic community – one of BOM's primary audience groups. We're keen to ensure that the Café is also an autism friendly space, from the furniture we choose to the ambience we create. Our programme and community of creative practitioners also offers an incredible opportunity to imagine a unique

café offering for the city.

We're looking for a visionary Café Manager with an entrepreneurial spirit, who can help us develop this vision, and grow a highly successful new enterprise.

For more information on BOM, please visit our website www.bom.org.uk.

2. Supervisory responsibilities/position in structure

Responsible to:	Reports to Director and Operations Manager
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3. Main function of job (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

The Café Manager's role is to run the Café business within BOM at 1 Dudley Street in Birmingham. You will be responsible for the day-to-day cafe operation, creating an environment that is welcoming to all visitors, ensuring a vibrant and accessible environment that provides a modest, healthy menu, together with consistent, professional service. We're looking for someone with an entrepreneurial spirit who will thrive on meeting and exceeding targets, who brings vision and ideas to an evolving enterprise.

The Café Manager must be passionate about good quality food, have food preparation skills, and have previous experience in managing a busy café. You will also work with the Operations Manager in co-ordinating food and drink for Gallery hires and events, and with the Head of Programme who will curate an ongoing programme of events to be hosted in the Café. You will manage 3-4 casual Café staff, and report directly to the Operations Manager.

You will work 40+ hours per week and divide your time between normal café operations, ordering food, basic financial reporting and general office duties. Your principal days may vary as per agreed team rota, but you will need to be flexible with your hours of work in order to maintain an appropriate work pattern with the rest of the team. Weekend and evening work will be required. The Café manager will be expected to organise the team rotas, make sure Café staff maintain all health and safety procedures and become the holder of the gallery alcohol license.

4. Main duties

Duties/Responsibilities

- Ensure efficient and excellent service in the Café
- Duty of care for the vision and purpose of the Café in line with BOM's values
- Grow income in line with set targets; carry out marketing and promotion, devise customer loyalty incentives and facilitate key programme events to grow and develop customer base
- Monitor income and expenditure against set targets and prepare financial reports for the Operations Manager
- Manage casual Café staff and ensure efficient coordination with the rotas, holiday and

sickness cover for all of the visitor relations team

- Assist in the recruitment and training of Café staff
- Research and source consumables
- Collaborate on relevant artistic programmes and commissions with the wider BOM team, where appropriate
- Manage the preparation, delivery and service standards of food and drink for all customers
- Ensure that the kitchen and Café area are clean throughout the day and meet health & safety requirements including risk assessments
- Create procedures for and ensure compliance for handover to and from other kitchen users
- Work with various catering suppliers on choosing and monitoring the quality of food being delivered.
- Prepare, cook and serve menu items
- Author and adhere to strict portion control policy and quality of food preparation documents
- Ensure that all foods prepared, cooked and stored in the Café meet food hygiene standards
- Complete weekly stock-take and general management of food & drinks
- Ensure regular review of supplier pricing, menu pricing and wastage
- Ensure stock control and efficient stock management
- Sourcing other second party suppliers, dealing with deliveries and orders
- Be knowledgeable in legislation around Food, Health & Safety issues
- Adhere to all licensing regulations and performance
- Be responsible for cleaning and general maintenance of the facility and equipment.

Other Duties

- Any other duties that may reasonably be required by the Operations Manager

5. Requirements to carry out job

Essential or desirable indicated against each requirement	E	D
Person Specification		

<ul style="list-style-type: none"> • At least two years' experience in a similar role working in the food service industry at a similar level. • Target driven entrepreneurial approach • A passion for catering high quality food with an imaginative menu and good presentation skills • Confident communicator and strong customer service skills • Ability to use own initiative, deal with difficult customer situations and be a good team player • Maintain a professional calm manner when under pressure • Numerate, with a good understanding of profit margins on food, alcohol and overheads • Experience managing budgets, deliveries and ordering supplies • Basic Food Hygiene Certificate (Intermediate or Advanced desirable) • Understanding of health & safety issues and ability to implement procedures to ensure compliance • Personal alcohol licence, readiness to take on DPS for premises license • Ability to inspire others about the work of BOM • First aid trained 	<ul style="list-style-type: none"> √ √ √ √ √ √ √ √ √ √ √ √ √ √ 	<ul style="list-style-type: none"> √ √
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To Apply

Please complete the application form and email this along with your up to date CV to: kate@bom.org.uk

Deadline for Applications: Friday, 23 February 2018 at 9am
Interview Date: Thursday, 1 March 2018