

Job Title	Duty Manager - Café and Bar
Job Level	TBC
Location	Winchester
Workstream	Winchester
Function	TBC
Line Manager	General Manager
People Leadership	Cafe & Bar Assistants
Diversity & Inclusion We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose Responsible for managing and delivering a high quality, profitable café, bar and hospitality offer within Winchester Discovery Centre, ensuring financial targets, KPIS and customer service excellence are met or exceeded.	
Responsibilities <ul style="list-style-type: none"> ▪ Work with the General Manager to assess the ongoing development, production and delivery of the café, bar and hospitality offer at the Winchester Discovery Centre (WDC) ▪ Lead, develop and motivate a team to deliver excellent performance and unlock future potential whilst fostering an inclusive, collaborative, and productive team culture. ▪ Manage the day to day operating of the café and hospitality services including staffing, food preparation, customer experience, sales, administration, reporting, planning, and diary management. ▪ Work with the General Manager and Community Programme Coordinator to develop the hospitality product for the events programme at the Winchester Discovery Centre. ▪ Evaluate and develop café menu on an ongoing basis to maintain a fresh and appetizing offer that caters for a variety of dietary preferences. ▪ Ensure compliance with current Food Safety Agency legislation including documentation and record keeping. ▪ Develop effective customer & supplier networks and relationships to drive cost effectiveness and high professional standards throughout the cafe and hospitality provision. ▪ Consider the environmental sustainability & carbon footprint of potential suppliers to work towards our goal of becoming a carbon neutral organisation. ▪ Manage, monitor, plan, and order stock to maximise efficiency and minimise waste. ▪ Ensure standards are met and maintained providing a safe working and visiting environment. ▪ Undertake general duty management shifts at the WDC in support of the operational team. ▪ Any other duties or projects required by the trust. 	

Working Conditions – the following section provides an outline of the working conditions that may be encountered in this role:

- Manual Handling – Handling objects of up to 10kg daily.
- Use of Display Screen Equipment
- Lone Working
- Wearing Personal Protective Equipment when necessary
- Food handling
- COSHH Hazards – may encounter the following biological or chemical hazards:
 - Vermin control
 - Moulds/Fungi
 - Waste
 - Cleaning Chemicals

Experience, Skills and Qualifications:

Essential:



- Experience of successfully delivering a profitable menu as well as preparing food and serving customers.
- Experience of working in a fast-paced environment and adapting and prioritising to meet demand.
- Experience of successfully line managing, motivating & developing a cafe/bar team to deliver high levels of customer service and profitability.
- Knowledge and understanding of current Food Safety Hygiene and current allergen legislation.
- Ability to demonstrate financial and commercial acumen with experience of managing a P&L, budgets and delivering reporting.

Desirable:

- Food Hygiene Certificate Level 3 or above.
- NVQ Level 1 or equivalent Hospitality and/or Catering Qualifications with a current knowledge of HACCP, COSHH and Health & Safety.
- Knowledge of the current F&B market, food trends and customer preferences.
- An interest in Arts and Culture.
- Knowledge of alcohol licensing legislation.

<p>Deciding & Initiating Action</p> <ul style="list-style-type: none"> ▪ Makes prompt, clear decisions which may involve tough choices or considered risks. ▪ Takes responsibility for actions, projects, and people. ▪ Takes initiative, acts with confidence, and works, Initiates and generates activity. 	<p>Leading & Supervising</p> <ul style="list-style-type: none"> ▪ Provides others with a clear direction. ▪ Sets appropriate standards of behaviour. ▪ Delegates work appropriately and fairly. ▪ Motivates and empowers others. ▪ Provides staff with development opportunities and coaching. ▪ Recruits staff of a high calibre.
<p>Applying Expertise & Technology</p> <ul style="list-style-type: none"> ▪ Applies specialist and detailed technical expertise. ▪ Develops job knowledge and expertise through continual professional development. ▪ Shares expertise and knowledge with others. ▪ Uses technology to achieve work objectives. ▪ Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness, and dexterity. ▪ Demonstrates an understanding of different organisational departments and functions. 	<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> ▪ Focuses on customer needs and satisfaction. ▪ Sets high standards for quality and quantity. ▪ Monitors and maintains quality and productivity. ▪ Works in a systematic, methodical, and orderly way ▪ Consistently achieves project goals.
<p>Planning & Organising</p> <ul style="list-style-type: none"> ▪ Sets clearly defined objectives. ▪ Plans activities and projects well in advance and takes account of possible changing circumstances. ▪ Identifies and organises resources needed to accomplish tasks. ▪ Manages time effectively. ▪ Monitors performance against deadlines and milestones. 	<p>Coping with Pressure & Setbacks</p> <ul style="list-style-type: none"> ▪ Works productively in a pressurised environment. ▪ Keeps emotions under control during difficult situations. ▪ Handles criticism well and learns from it. ▪ Balances the demands of a work life and a personal life. ▪ Maintains a positive outlook at work. ▪ Handles criticism well and learns from it.

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently.</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful, and flexible in what we do and how we do it.</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do.</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements.</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences.</p>

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