



Cotswolds Conservation Board

Job Description

Café Assistant Manager, Cotswold Lion Café at the Cotswolds Discovery Centre, Northleach

Accountable to: Café & Retail Manager

Location: Cotswolds Discovery Centre, Fosse Way, Northleach

Salary: £8.50 hour

Hours: 24 – 30 hours a week

Main purpose of post: Assist in the day to day operation of the Cotswold Lion Café and prepare light snacks and sandwiches to a high standard.

Main roles and responsibilities:

- Support the café & retail manager in managing a team of catering and serving staff, ensuring adequate staffing, management and access control at all times.
- To deputise for the café manager in the operation of the cafe as appropriate.
- Provide a high standard of visitor and customer service at all times commensurate with the objectives of the Board and good visitor attraction and hospitality industry practice.
- Support the café & retail manager in ensuring the day to day operation is performed so as to be statutorily compliant with specific focus on, but not limited to: Fire, Security, Health & Safety, COSHH Food Safety, Liquor Licensing, personnel practices and other appropriate legislation as may affect the scope of the cafe's operation; as well as in accordance with the Board's policies and procedures.
- Maximise income and profitability of the trading operations, promoting positive selling, effective cost control revenue management and administration while ensuring this is both statutorily compliant and in line with the policies and procedures of the Board.

We are looking for someone who is keen to achieve excellence in both food and service.

You will work as a member of a small team preparing light snacks and sandwiches to a high standard. You will deliver high standards of customer service through being organised, reliable and having a smart appearance at all times.

You will work closely with, deputise for and support the café & retail manager in developing a café with a great reputation across a wide range of customers.

This is a wonderful opportunity to work in the heart of the Cotswolds where the Conservation Board's café is the core welcome to our visitor centre which encourages a greater understanding, appreciation and active enjoyment of the Cotswolds.

Our location means we have significant peaks and troughs in trading through the week and the seasons and you should therefore be prepared to operate the cafe on your own at the quietest times.

Your hours of work will include weekdays, regular weekends, bank holidays and occasional evening shifts and attendance at meetings and training days as required. You will need to be flexible and be able to cover holidays and extra hours at busy periods. You may be required to carry out other duties, commensurate with your level of responsibility and may need to travel occasionally to do so.

Introduction to the Cotswold Lion Café

The 2 years of operating the Cotswold Lion Café has been extremely successful.

The café is at the heart of a visitor centre which aims to encourage a greater understanding, appreciation and active enjoyment of the Cotswolds. This is a wonderful opportunity to work in the heart of the Cotswolds, where the café is central part of a visitor attraction.

The Board has been a tenant occupying part of the Northleach site since 1999 and opened an interpretation centre there in July 2010. The Friends of the Cotswolds (a charity established with help from the Board and sharing the Board's purposes) acquired the whole site from Cotswold District Council in July 2013. The Board is managing the site in its entirety in pursuit of a vision shared with the Friends.

At the heart of the vision is the creation of a vibrant centre focusing on the understanding, appreciation and active enjoyment of the Cotswolds.

Introduction to the Cotswolds Conservation Board

The Cotswolds Conservation Board is an independent organisation with 37 Board members nominated by the local authorities, parish councils and the Secretary of State. A small team of staff are employed by the Conservation Board, based at offices in Northleach, and supported by an extensive voluntary warden network.

The Cotswolds AONB is the largest of 38 AONBs in England and Wales, covering 790 sq miles (2038 sq kms). The Cotswolds Conservation Board has two purposes:

- to conserve and enhance the natural beauty of the AONB
- to increase the understanding and enjoyment of the special qualities of the AONB

In fulfilling these purposes the Board seeks to foster the social and economic well being of people living in the AONB.

Person specification - skills, knowledge & experience

Factor	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> ▪ Good understanding of catering operations ▪ Food safety knowledge & qualifications or potential to gain intermediate level or above ▪ Good understanding of health & safety ▪ High standard of numeracy & literacy to level required for further education 	<ul style="list-style-type: none"> ▪ First aid at work qualifications ▪ Formal catering qualifications ▪ Current driving licence & access to vehicle (due to the remote nature of the property and some suppliers)
Skills	<ul style="list-style-type: none"> ▪ Confident, self motivated, with high personal & professional standards ▪ Customer service focus ▪ Ability to work well under pressure ▪ Ability to identify important detail & communicate to other team members. ▪ Ability to adapt work practices to changing circumstances ▪ Effective team player ▪ Team leadership & management skills ▪ Good organiser & planner ▪ Selling & persuasive manner 	<ul style="list-style-type: none"> ▪ Internal reporting, finance & computer skills
Experience	<ul style="list-style-type: none"> ▪ Catering experience ▪ Team leadership ▪ Customer care ▪ Cash handling 	<ul style="list-style-type: none"> ▪ Visual merchandising & display ▪ Working in a for profit business ▪ Record of achieving financial targets