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Café/Bar & Events Manager @HQ – job description and person specification

Summary

Job title	General Manager
Reports to	Associate Director
Location	HQ Urban Kitchen, (former Tapestri Café), Llys Glas, Orchard Street, Swansea.
Salary	£22,880.00
Hours	40 hours per week

A little bit about who we are and what we're doing

HQ Urban Kitchen is a café, bar and events venue within the site of the Old Central Police Station, Swansea. Located in an enclosed courtyard, belonging to University of Wales Trinity Saint David, this newly refurbished site is surrounded by student accommodation, university staff, local office staff, creatives, commuters, and people living close to the city centre.

Our aim is to provide a vibrant, healthy, friendly, and accessible eatery for everyone.

Initially opening 6 days per week, daytimes only, with the addition of timetabled evening events taking place throughout the year, including cinema, artwork launches etc. some of which can be held outside, due to the comfort of the courtyard setting.

We are due to open early September 2021. Successful applicants will be employed early August to enable full training and appointment of all other staff.

HQ Urban Kitchen is an exciting new initiative from Urban Foundry. Urban Foundry is a creative regeneration agency, based in Swansea. We are a purpose-driven company, forging great ideas to change the world for the better – improving people's lives, making great places, and building business with purpose.

We do that by helping people to: make their good ideas happen; make them last; and demonstrate how they have made a difference.

We deliver commissioned work for the public, private and third sectors, and with people in communities, and we also deliver our own projects, including the award-winning Swansea Bay Markets social enterprise, which runs the Uplands, Marina, Mumbles, Glynneath and Port Talbot street markets.

We believe that business should be a force for good and we are proud to be a certified B Corporation (BCorp) – the second in Wales and the first in our home city of Swansea.

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We believe in balancing profit and purpose and as part of the global BCorp community we aim to meet the highest standards of social and environmental performance, and transparency. We have legally enshrined these requirements into our governing documents.

We are also an accredited Living Wage Employer.

You can find out more about us via our website: www.urbanfoundry.co.uk

Who and what are we looking for

This is an ideal opportunity for anyone with experience and love of the Hospitality Industry to spread their wings.

Urban Foundry is looking for a person that can drive HQ Urban Kitchen forward, someone who shares in the ideals of the Urban Foundry organisation and will work efficiently and honestly towards making the project a success.

Responsibilities

Specific tasks will include:

- Managing all day-to-day operations
- Hiring and recruitment of waiting staff, baristas and assisting the chef/ cook with the hiring of staff
- Supervising and training employees. Specific barista training will be given
- Coordination and liaison with suppliers and all related ordering. Ensuring all goods delivered are to a high standard
- Preparing weekly/ monthly rotas for staff and finding suitable replacements in cases of absence.
- Manage and contribute to the social media pages for the venue e.g., posting content, updating information/activities, and answering queries
- Ensuring all expenses are within budget and trying to identify ways of decreasing operational costs
- Making and taking inventories of all stock
- Resolving customer complaints and maintaining high levels of Customer Service
- Suggesting and implementing new business ideas to follow market trends, this can be done through menus, events, or other means
- Identifying and implementing ways of attracting and retaining customers
- Working closely with kitchen staff to ensure high standards of food is delivered to customers

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- Standard practice of timesheets, cleaning schedules, budgeting, liaison meetings, HACCP, Health and Safety, COSCH, security and general oversight of maintenance/upkeep of the facilities
- Effective communication skills with staff members and management at Urban Foundry and ensuring that the project relates to and aligns with our wider values and mission
- Relevant Health and Safety Certifications and Alcohol Licensing (training can be given)
- Hands on working across all areas of the project
- Cash Handling, float management and till reconciliation daily. Accurate cashing up and money transfer to safe
- Monitoring compliance within the premises (alarm testing, Legionella, fire safety etc. This is specific to the University and training can be given)
- Liaising with the University of Wales Trinity Saint David estates management for any relevant facilities management issues

The above description is not an exhaustive list – there will be other tasks and activities that you may be required to undertake that are within your capability and pay grade.

You will be managed and supported by senior members of our team throughout, and on the job training will be provided to familiarise you with our systems and approaches.

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Person specification

We want to work with people who understand and will uphold our values and fit with our culture.

In all instances we expect everyone who works with and for us to maintain the highest standards of equalities, to act with integrity and maintain high professional standards.

And we expect people everyone who works for us to value wellbeing and kindness.

We want people to work with us because they 'get' what we do and what we are aiming to achieve, and who want to be a part of that.

We aren't a typical business and, whilst the right technical skills and experience for this role are essential, we are also looking for someone who wants to be a part of our culture and purpose-driven approach.

Regeneration is what we do, but it's a very broad term and so the nature of our work can be eclectic. At times we are all 'chief cook and bottle washer' – that's the nature of the world we operate in, which requires multi-disciplinary approaches, creative thinking, a willingness and ability to find new ways of doing things, and a tenacious and resilient approach.

You need to be strong team player and good at collaboration. Direction will be provided, but you will also be expected to be able to work on your own initiative.

Our kind of person – we are looking for people who will exhibit (and can evidence) the following behaviors

- Values driven – we want someone who wants to change the world for the better and who will align with our culture and values as a company
- Kind and patient – we want someone who values kindness and the wellbeing of others and who is patient and diplomatic in their responses should things sometimes not go to plan
- Creative and resourceful – the nature of our work requires creative thinking and resourceful approaches to address often difficult, complex issues
- Adaptable and resilient – the nature of our work is that we are often trying new ways of doing things, and having to work it out as we go, so we need people who can quickly adapt and who are resilient
- Collaborative – almost everything we do involves some element of co-production, whether internally or with our clients and/or people in communities
- Diligent – you will have to work on your own at times and whilst you will have direction, you will need to be able to use initiative and work without continual supervision
- Multi-tasking/prioritisation – the nature of our work means that you will need to be good at time management, deciding what to focus on and when.

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We seek colleagues who are: team players; able to work on their own initiative; value driven; kind and patient; creative and resourceful; tenacious; adaptable and resilient; collaborative; diligent; good at multi-tasking; focused; and punctual.

We are none of us perfect, but we like to think we are much of these things and we want to find new colleagues who are too.

What's next?

If you feel this role could be for you, please send an up-to-date CV and brief cover letter (no more than one side of A4) as to why you feel this could be the position for you.

Please submit your application to: ideas@urbanfoundry.co.uk (please do not send hard copies) by Friday 30th July 2021.

We will inform you if you have made it to the shortlist within a week of the above closing date, and we aim to interview and appoint the successful candidate by week commencing 9th August 2021, with the role commencing shortly thereafter.

Subject to COVID19 restrictions, the interviews may be conducted in person at the venue or remotely via Zoom.

Thanks,

Urban Foundry Team