

Job Description and Person Specification

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have. Note for recruiting managers: If you are recruiting for an existing post, reuse the Job Description and Person Specification that already exists for the job.

JOB DETAILS

Job title:	Cafe Manager at The Pavilion Site (part of The Garden School)
Directorate:	The Garden School / The Post will be based at the new Post 16 Provision The Pavilion School on Ickburgh Road
Reporting to:	Executive Headteacher
Grade:	SO1 (Salary £32,826-£34,062)
Hours:	35 hours per week, term time only

Job Description

Main purpose

Being responsible for the cafe-based work experience for key stage 4 and Key Stage 5 students at The Pavilion School and also for developing program of other opportunities for work-related learning, both on-site and in the community.

The work related learning program will be a key element of the curriculum at The Pavilion. Supported employment (full time or part time) offers a pathway into adulthood for these students as it provides:

- a daily structure
- opportunities to interact with others and improved communication
- improved self-esteem and self-confidence
- Increased independence
- a better quality of life

The cafe-based work experience program will result in pupils being able to achieve some of the following

- vocational qualifications
- food hygiene qualifications
- a range of work skills

The Cafe Manager will collaborate with other staff to ensure that these and other relevant outcomes are achieved.

Main duties and responsibilities

- Develop and run a work experience programme that is flexible enough to meet the needs of a range of autistic students with learning difficulties whilst maximising training opportunities so that all pupils completing the programme gain measurable skills and knowledge and where appropriate employability accreditation.
- Source further work-related learning opportunities both on-site and outside of The Pavilion School for pupils to move onto after completing a programme at the cafe.
- Supervise the Teaching Assistants who are supporting pupils in the cafe.
- Responsibility will include training and development of staff and ensuring that staff are working in a safe and effective manner with pupils.
- Be responsible for budgeting, planning and provision of various menus, stock control and food ordering.
- Create a welcoming environment.

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- Plan the cafe menu each day with consideration to cost and budget, whilst ensuring that food is healthy and good value.
- Provide meals, food and drinks that cater for allergies and special diets.
- Ensure that the programme of work related learning offer covers a range of activities including checking deliveries, stock rotation, recycling, arranging displays, good hygiene practice, food preparation, cleaning, serving customers, operating the till, making hot drinks and washing up and hospitality work and other tasks as appropriate.
- Provide appropriate work related learning activities that match the individual development needs and targets of the pupils.
- Raise awareness of autism and the work of The Pavilion School with customers.
- Ensure food safety guidelines and laws are adhered to and maintain high standards of hygiene (to at least 4 stars as determined by local environmental health inspectors).
- Maintain all appliances and equipment and ordering new or replacement equipment when required.
- Ensure that the cafe is accountable through the maintenance of agreed records including pupil records, accident books, financial transactions etc.
- Take a lead role in the implementation and monitoring of new initiatives ensuring that, where necessary, staff are given the necessary support to enable the cafe to adapt to change and function efficiently.
- Monitor premises in terms of health and safety, to ensure it is in good repair; reporting defects to the school and ensuring that appropriate levels of security and safeguards are maintained.
- Publicise the cafe and special events through the production of leaflets, posters etc.
- Maintain and regularly update the café/hospitality elements of the website and twitter account.
- Effectively deal with enquiries and complaints in a timely and efficient manner.
- Keep financial records to a high standard and balance the till on a daily basis.
- Have due regard for safeguarding and promote the welfare of children and young people and follow the child protection procedures adopted by the Hackney Safeguarding Children Partnership and the school's safeguarding policy.

General Statements

- Required to carry out all reasonable duties and responsibilities of the post in accordance with the Councils' policies and procedures and standing orders.
- Enactment of Health and Safety requirements and initiatives as appropriate.
- All employees are required to declare any conflict of interest that may arise before or during their employment.
- Any outside activities, either paid or unpaid, must not in the view of the School conflict with or react detrimentally to the Local Authority's interest, or in any way weaken public confidence in the conduct of the School's business.
- Undergo and meet school conditions for a satisfactory enhanced DBS check.
- Must comply with all equality legislation, policies and procedures; actively promote ways of eradicating and challenging racism, prejudice and discrimination through the School's policies and procedures.
- To have due regard for safeguarding and promoting the welfare of children and young people, and to follow the child protection procedures adopted by the Hackney Safeguarding Children Partnership.
- Ensuring work is in line with the School's Green Commitment Policy goals.
- Being aware of responsibilities under GDPR for the security, accuracy and relevance of information held and maintained.
- Treating all information acquired through your employment, both formally and informally, in strict confidence
- To demonstrate a commitment to good customer care.
- Any other duties of an appropriate level and nature will also be required.
- Participating in training to be able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Contributing in meetings and being a supportive member of the school team.

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- To contribute as an effective, and collaborative member of School Team.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks the Cafe Manager will carry out.

The postholder may be required to do other duties appropriate to the level of the role.

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Person specification

		Essential (E) or Desirable (D)	How assessed (A /I/ T)*
Knowledge/ qualifications:	<ul style="list-style-type: none"> • Food Hygiene Certificate level 2 (this is a legal requirement), • Knowledge of autism and the way this impacts on the learning of young people. • Knowledge of how to cook and prepare range of healthy dishes and of how to make hot drinks. • Understanding of legislation and associated procedures and how they relate to the service e.g., health and safety, child protection. • Understanding and knowledge of food safety laws and requirements • Understanding of procedures relating to cash handling and recording • Understanding equal opportunities issues and practices relating to the aims and objectives of providing an efficient work –related learning program 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A, I</p> <p>I, T</p> <p>A, I</p> <p>A, I</p> <p>T</p> <p>A</p>
Experience:	<ul style="list-style-type: none"> • Experience of work related learning • Experience of working in a cafe preparing food • Experience of working in Hospitality • Barista experience. • experience of managing people • Experience of financial responsibility on a café or similar setting • Experience of managing a website • Experience of training staff or young people. • Experience of working with young people with autism. • Ability to supervise, motivate and develop permanent and casual staff into an efficient team. • Flexibility in the organization and planning of workloads to take account of changing/ priorities and circumstances. • Ability to effectively lead a team, sharing / knowledge to support the less experienced. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>A</p> <p>A, I</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>A</p>

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	<ul style="list-style-type: none"> • Ability to lead on the development and/ improvement of a customer orientated service • Ability to update a website • Ability to manage financial transactions and balance a till. • Skilled in maintaining accurate records. ./ • Ability to observe, record and present timely • child protection reports (with training) 	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p>
Aptitudes, skills and competencies	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. / • Ability to deal with customer complaints in a calm and efficient manner and relate well to all stakeholders. • Appropriate attitudes to use of authority & maintaining discipline. • The potholder may be required to work outside of normal school hours on occasion, with due notice. • All potholders will be required to undertake an enhanced DBS check. Individuals on the children's barred list (and adults barred list where relevant) should not apply. • An understanding of the principles of Keeping Children Safe in Education 2021 and a commitment to ensuring the health, safety and wellbeing of all children 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
Special conditions:	<ul style="list-style-type: none"> • Motivated to work with children & young people • Ability to form & monitor appropriate relationship & personal boundaries with young people. • Emotional resilience in working with challenging behaviour. • Appropriate attitudes to use of authority & maintaining discipline. <p>The potholder may be required to work outside of normal school hours on occasion, with due notice.</p> <ul style="list-style-type: none"> • All potholders will be required to undertake an enhanced DBS check. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>

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	<p>Individuals on the children's barred list (and adults barred list where relevant) should not apply.</p> <ul style="list-style-type: none">• An understanding of the principles of Keeping Children Safe in Education 2021 and a commitment to ensuring the health, safety and wellbeing of all children	E	I
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* A - Application, I - Interview, T- Tested