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# **Job Information Pack**

## **Restaurant/Cafe Manager**

## Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

**Title:** Café/Restaurant Manager

**Location:** Bridgwater Purplespoon Café

**Reports to:** Operations Manager

### **Background**

The Purplespoon Cafés in Bridgwater, Taunton and Highbridge are vibrant community hubs that serve delicious, freshly prepared food in welcoming environments. As part of the YMCA Dulverton Group, we are committed to making a positive difference in our local community through quality hospitality and inclusive service. Our cafés have built a strong reputation for excellent food, warm atmosphere, and community engagement, including our popular community meals and Jazz & Tapas evenings. We're a passionate team dedicated to both culinary excellence and social impact, and we're looking for an experienced, enthusiastic manager who shares these values to lead our Bridgwater team.

### **Purpose**

The Café/Restaurant Manager is responsible for the successful daily operation of our café, ensuring excellent food quality, outstanding customer service, and optimal financial performance. This role involves overseeing all aspects of the establishment, from staff management to customer experience, while maintaining compliance with health and safety regulations. The position also includes serving as the Designated Premises Supervisor (DPS) for alcohol licensing. This is an exciting opportunity for an experienced hospitality professional who wants to make a real difference in a community-focused setting, leading a passionate team to deliver exceptional service while contributing to our social mission.

## **Main Responsibilities**

### **Corporate**

- To uphold and promote the values and mission of YMCA Dulverton Group in all aspects of work, ensuring alignment with the organisation's commitment to community service and social impact.
- To maintain knowledge of YMCA Dulverton Group's operating environment and represent the organisation positively within the community.
- To participate in management training sessions and leadership development activities as required.
- To comply with all YMCA Dulverton Group policies and procedures, including safeguarding, health and safety, and equality and diversity.

### **Daily Operations Management**

- Oversee day-to-day café/restaurant operations, ensuring smooth service and high-quality standards across all areas.
- Ensure the restaurant is properly stocked, clean, and well-maintained at all times, creating a welcoming environment for customers.
- Coordinate with kitchen staff to ensure timely food preparation and consistent quality that meets Purplespoon standards.
- Manage reservation systems and ensure effective booking processes for both café service and private events.
- Maintain and supervise cleanliness of dining areas, kitchen, and storage spaces to the highest standards.
- Oversee maintenance of equipment and facilities, promptly reporting issues to the maintenance team.
- Ensure proper maintenance of outdoor areas and patio spaces/flower beds where applicable.
- Maintain comprehensive health and safety protocols, including regular risk assessments.
- Develop and refine operational procedures to continuously improve efficiency and service quality.

### **Staff Management & Development**

- Create and manage staff rotas to ensure appropriate coverage and skill mix for all shifts, balancing business needs with staff wellbeing.
- Identify and resolve staffing gaps and issues promptly, including arranging cover for absences.
- Process weekly hours for each member of staff and submit accurate timesheet data to HR department on time.
- Manage all staff holiday requests, approvals, and scheduling to ensure adequate coverage throughout the year.
- Implement effective staff retention strategies to minimise turnover and build a strong, stable team.

- Recruit, train, and develop restaurant/cafe staff according to Purplespoon and YMCA Dulverton Group standards.
- Conduct 4-weekly performance evaluations and provide constructive, supportive feedback to help team members grow.
- Foster a positive team environment and address staff concerns promptly and professionally.
- Ensure all staff adhere to hygiene standards, food safety regulations, and company policies.
- Monitor and manage staff wellbeing, creating a supportive work environment that reflects YMCA values.
- Lead by example and motivate staff to deliver exceptional service that exceeds customer expectations.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy

### **Alcohol Licensing & Compliance**

- Serve as the Designated Premises Supervisor (DPS) holding responsibility for the premises alcohol licence.
- Ensure full compliance with licensing laws and conditions attached to the premises licence.
- Monitor and control the sale of alcohol in accordance with legal requirements and Challenge 25 policy.
- Train staff on responsible alcohol service and age verification procedures.
- Maintain accurate records of alcohol sales and any incidents as required by licensing authorities.
- Liaise with licensing authorities and police as necessary, representing the business professionally.

### **Financial Management**

- Monitor and control food, beverage, and labour costs to ensure profitability while maintaining quality.
- Conduct regular price comparisons across suppliers to ensure cost-effective purchasing.
- Manage inventory and stock levels efficiently, minimising waste while maintaining quality standards.
- Prepare and submit required financial reports to senior management accurately and on time.
- Process payroll information accurately and within established deadlines.
- Work within budget constraints while delivering excellent service and maintaining team morale.

## **Customer Service Excellence**

- Ensure exceptional customer service standards are consistently met, embodying Purplespoon's welcoming ethos.
- Handle customer complaints professionally, effectively, and with empathy, turning negative experiences into positive outcomes.
- Build and maintain positive relationships with regular customers, creating a sense of community.
- Collect and respond to customer feedback to continuously improve service quality.
- Create a welcoming atmosphere that encourages repeat business and positive word-of-mouth.
- Support and deliver community meal events, ensuring they reflect Purplespoon's community mission.

## **Administrative Duties**

- Maintain accurate records for health inspections, employee information, and inventory management.
- Ensure compliance with health, safety, and hygiene regulations, including EHO requirements.
- Complete all required documentation and reports within established timeframes.
- Maintain organised filing systems for operational, staffing, and compliance documentation.

## **General**

- Work across the organisation to build a learning culture and positive working environment that reflects YMCA values.
- Maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives, ensuring all activities reflect these principles.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Comply with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- Attend management meetings and contribute positively to strategic discussions about the Purplespoon group.
- Any other duties consistent with the responsibilities of the post at the request of the Operations Manager, Chief Executive or representative.

## **Person Specification**

### **Qualifications and Experience**

#### **Essential:**

- Minimum 2+ years of experience in restaurant or food service management (Essential)
- Personal Licence qualification or willingness to obtain immediately upon appointment (Essential)
- Experience in staff rota management and addressing staffing issues effectively (Essential)
- Proven track record of delivering excellent customer service in a hospitality setting (Essential)

#### **Desirable:**

- Qualification in Hospitality Management or related field (Desirable)
- Food Safety Level 3 certification (Desirable)
- Experience with inventory management and cost control in hospitality (Desirable)
- Previous experience as a DPS or in licensed premises management (Desirable)
- Experience in event management and facility hire coordination (Desirable)
- Experience working in community-focused or social enterprise hospitality settings (Desirable)

### **Knowledge, Skills, Abilities**

- Strong leadership and team management skills with ability to inspire and motivate staff
- Excellent customer service skills with genuine passion for hospitality and community engagement
- Comprehensive knowledge of food safety regulations and best practices
- Strong problem-solving abilities and decision-making skills under pressure
- Excellent communication and interpersonal skills at all levels
- Strong organisational skills with ability to multitask and prioritise effectively

### **Personal Qualities**

- Commitment to YMCA Dulverton Group's Values and community-focused mission
- Passionate, detail-oriented individual who thrives in a fast-paced environment

- Professional, reliable, and leads by example
- Approachable, friendly manner with excellent interpersonal skills
- Flexible and adaptable to changing business demands
- Proactive problem-solver with positive, can-do attitude
- Commitment to delivering exceptional dining experiences
- Strong work ethic with high standards of integrity
- Genuine passion for both culinary excellence and social impact
- Ability to remain calm and professional under pressure

### **Other Requirements**

- Must be able to work flexible hours including (some) evenings, weekends, and bank holidays
- Willingness to work occasional shifts at other Purplespoon sites when required to provide management cover
- Ability to support community meal events and special initiatives
- Comfortable with periods of standing, walking, and light lifting
- Have a driving licence and access to a car (Desirable for multi-site working)



## **Main Terms of Employment**

**Contract:** Permanent, Full-Time

**Salary:** £30,000

**Location:** Bridgwater Purplespoon Café

**Hours:** 37.5 hours per week (flexible across 5 days including evenings, weekends, and bank holidays as required)

**Holidays:** 28 days annual leave

**Pension:** On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary

### **Benefits:**

- Free gym membership
- Meal allowances during shifts
- Professional development opportunities and management training
- Employee discount programme
- Supportive, values-driven work environment
- Opportunities for career progression within YMCA Dulverton Group