

Role Profile

Details	
Job Title:	Café Manager
Job Grade:	Officer
Reports to:	Centre Manager
Based in:	Harrogate, North Yorkshire
Hours:	Full time - 37 hours
Overall purpose	
<p>Reporting to the Centre Manager, the Café Manager will be responsible for Café Hornbeam: the charity's first café proposition, which forms a key part of our income generation strategy, within the Yorkshire Cancer Research Centre. The Café Manager will actively lead a team of well-trained employees and volunteers to deliver an outstanding café experience and be accountable for the overall management, including process and policy adherence and development, and Food Safety.</p>	
Key responsibilities	
<p>Operational duties</p> <ul style="list-style-type: none"> • Uphold and manage café operating procedures and policies, including Food Safety, Allergens, Health and Safety and Trading Standards. • Develop a customer focused culture to ensure the highest level of service is always provided. • Apply appropriate systems of stock and cost control to minimise food waste. • Responsible for managing the product mix, introducing new products where appropriate and maximising profit margins. • Responsible for identifying appropriate food and drinks suppliers and building and managing supplier relationships. • Maintain an up-to-date awareness of developments within the café/food service industry to make or recommend appropriate changes to the delivery of café services and products. • Maintain an up-to-date knowledge of product ingredients and coach employees and volunteers to develop their product knowledge with regards to allergens. • Ensure the café is presented to the highest standards with attractive merchandising of food and drinks. • Effectively manage time to be able to work alongside the team, whilst completing managerial duties. • Plan and oversee the implementation of new menus, specials, and food and drink related offers. • Use resources effectively, including the preparation and management of budgets taking account of ethical and environmental considerations. 	

- Deal with customers and colleagues in a caring and professional manner.
- **People management**
- Line management responsibility for the Deputy Café Manager and Café Assistants.
- Manage a team of well-trained employees and volunteers and make every effort to create a supportive and professional Café environment.
- Create and maintain the weekly rota and ensure there are sufficient employees and volunteers to support the effective operation of the Café during all opening hours.
- Provide training and support to new Catering colleagues across the charity and support your peers as we expand the Café operation into new Centres across Yorkshire.
- Implement appropriate training and support for all employees and volunteers to ensure they adhere to all guidelines and legislation including Food Safety, Health and Safety and GDPR and ensure the relevant systems are kept up-to-date
- Responsible for the ongoing motivation of the Café team leading by example.
- Ensure that all charity policies, café standards and operating procedures are communicated effectively to all members of the Café team and are maintained and followed in a consistent manner.

Financial procedures

- Ensure accurate accounting and handling of stock.
- Ensure accurate record keeping including, but not limited to, temperature control documentation.
- Maximising profitability through driving sales and managing and controlling costs, stock, and margins effectively.
- Overall responsibility for the ordering and management of stock to ensure continuity of service.

Customer service

- Develop and coach a team of volunteers and staff to deliver an outstanding customer experience.
- Create a welcoming professional atmosphere and deliver high standards of customer service for all customers and supporters.
- Manage complaints effectively and efficiently, escalating to the Centre Manager where they cannot be resolved at a local level.

Other duties

- Properly dispose of all unsaleable food items and recycle where appropriate using approved services.
- Be trained as a First Aider and Fire Marshal.
- Observe and demonstrate the values of Yorkshire Cancer Research.
- Undertake additional or other duties outside the key job duties within the team and across the charity, as the charity may reasonably require.

Qualifications

- Ideally educated to GCSE level or equivalent but not essential.
- Level 3 Food Safety & Hygiene Certification.

Knowledge and experience

- Experience of managing people and volunteers including recruitment and development.
- Proven track record in hospitality or catering.
- Previous experience in charity sector or commercial sector is desirable.
- Basic understanding of Microsoft Office programs including Outlook, Word, and Excel.

Skills and abilities

- Highly organised with good time management skills.
- Ability to prioritise workload and meet deadlines.
- Excellent communication and interpersonal skills.
- Strong leadership skills with the ability to coach, develop and nurture talent.
- Ability to motivate self and others.
- Ability to use own initiative.
- Resilient and adaptable to change.
- Demonstrably strong planning, guiding and motivation skills to successfully achieve targeted income is desirable.
- Good written and numeric skills are desirable.

Other requirements

- Proof of your eligibility to work in the UK.
- Professional qualification check and DBS check (to be undertaken once the role is offered and accepted).
- Ability to travel across the Yorkshire region if required.

DBS Check Level

- This role requires a DBS check at an enhanced with childrens' barred list level due to the requirement to supervise and train Cafe volunteers between the ages of 14 – 18 years old.

Values and Behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' see below).
- Safeguarding is the responsibility of all employees who must remain aware and vigilant to potential safeguarding breaches and always report any suspicions or incidents following our internal reporting guidelines which will be shared during induction.
- Yorkshire Cancer Research operates a strict 'no smoking' policy throughout our premises, car parks and vehicles. Staff must not smoke whilst wearing Charity branded clothing or whilst on duty. If the post holder chooses to, the Charity will help and support them to stop completely or temporarily abstain from smoking during their working hours.

Our Values & Behaviours Role P

Our Values

Make it happen

**Think big and
bold**

**United
by the cause**

**Here for
Yorkshire**

We collaborate with each other and with other organisations; united by the need to *Give Yorkshire More Life to Live.*

We deliver world-leading research and services.
We dare to think differently.

We create and build solutions.
We approach our work with positivity, energy and drive.

The needs of people in Yorkshire come first.
They are at the heart of everything we do.

Our Behaviours

	Behaviours
Here for Yorkshire	<p>The needs of people in Yorkshire come first</p> <p>Yorkshire Cancer Research exists to prevent diagnose and treat cancer in Yorkshire. The needs and interests of people in Yorkshire are at the forefront of what we do, how we think and how we act.</p> <p>People are the heart of everything we do</p> <p>When we develop new plans, projects and activities, we actively seek patient, supporter and/or customer input to inform our approach and decision-making.</p>
United by the Cause	<p>United by the need <i>Give Yorkshire More Life to Live</i></p> <p>We are transparent and open in what we do and what we say, uniting to support one another in achieving our shared goals.</p> <p>We collaborate with each other and other organisations</p> <p>We work to build relationships based on trust and collaboration. We seek to understand the needs and objectives of others to establish the common ground and agree how we can work together to benefit people in Yorkshire.</p>
Think Big and Bold	<p>We deliver world-leading research and services</p>

	<p>We evaluate worldwide research and we test and we learn in order to drive the greatest advances and impact in cancer research and services. We promote a culture of continual improvement and innovation.</p> <p>We dare to think differently to Give Yorkshire More Life To Live</p> <p>We are ambitious and not afraid to try something new or difficult when it comes to achieving our goals.</p> <p>Nor are we afraid to make difficult decisions when they are in the best interests of those we exist to serve; the people of Yorkshire.</p>
<p>Making it Happen</p>	<p>We create and build solutions</p> <p>We are focused on understanding the impact of our work and the difference it is making. We ensure we are always pushing forward the achievement of our charity's vision.</p> <p>We approach our work with positivity, energy and drive</p> <p>We see every challenge as an opportunity to provide a solution.</p> <p>When it comes to preventing, diagnosis and treating cancer, we deliver pioneering solutions <i>To Give Yorkshire More Life To Live</i>.</p> <p>We pursue our goals with enthusiasm and commitment; always asking 'Can I, and can we, do more?'.</p>

YORKSHIRE CANCER RESEACH

Job Applicant Privacy Notice

Data controller: Yorkshire Cancer Research (the Charity)

As part of any recruitment process, the Charity collects and processes personal data relating to job applicants. The Charity is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Charity collect?

The Charity collects a range of information about you. This includes but is not limited to:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Charity collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Charity will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The Charity will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Charity process personal data?

The Charity needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the Charity needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Charity has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Charity to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Charity may also need to process data from job applicants to respond to and defend against legal claims.

Where the Charity relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The Charity processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Charity processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

The Charity is obliged to seek information about criminal convictions and offences. Where the Charity seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, the Charity will keep your personal data on file in case there are future employment opportunities for which you may be suited. The Charity will ask for your

consent before it keeps your data for this purpose, and you are free to withdraw your consent at any time.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment process. This includes members of the HR and senior executive teams, interviewers involved in the recruitment process, managers in the Charity's team with the vacancy and IT staff if access to the data is necessary for the performance of their roles.

The Charity will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Charity will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The Charity will not transfer your data outside the United Kingdom.

How does the Charity protect data?

The Charity takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. The Charity has a Data Protection Policy and an ICT Acceptable Use Policy which apply to all its employees.

For how long does the Charity keep data?

If your application for employment is unsuccessful, the Charity will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the Charity will hold your data on file for a further period of 6 months for consideration for future employment opportunities. At the end of that period or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new employee privacy statement.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Charity to change incorrect or incomplete data;
- require the Charity to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Charity is relying on its legitimate interests as the legal ground for processing; and
- ask the Charity to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Charity's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Charity's Company Secretary, Joanne Mornin (joanne.mornin@ycr.org.uk)

You can make a subject access request by contacting the Company Secretary.

If you believe that the Charity has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the Charity during the recruitment process. However, if you do not provide the information, the Charity may not be able to process your application properly or at all.

Edition date: June 2023