

Role Profile

Details	
Job Title:	Deputy Café Manager
Job Grade:	Assistant
Reports to:	Café Manager
Based in:	Harrogate, North Yorkshire
Hours:	Full time - 37 hours
Overall purpose	
<p>Reporting to the Café Manager, the Deputy Café Manager actively supports in leading a team of volunteers to:</p> <ul style="list-style-type: none"> • Raise funds to invest in achieving the charity's strategic goal to save 2,000 lives each year within Yorkshire. The charity is a leading funder of cancer research in the region and has a track record of supporting ground-breaking projects and clinical trials to help prevent cancer and increase survival. • Portray the charity as a professional, credible brand which acts with integrity. • Provide excellent customer service, ensuring volunteers and customers know how their contribution is helping the people of Yorkshire. 	
Key responsibilities	
<p>Operational duties</p> <ul style="list-style-type: none"> • Play an active part in running our Café in Harrogate, supporting the Café Manager in implementing processes and ways of working. • Support the Café Manager to maximise the income and profit of the Café through active stock management, replenishment, and rotation. • Manage the efficient and effective day-to-day operation of the Café in the absence of the Café Manager. • Support the Café Manager to ensure the Café is presented to the highest standards. • Maintain an up-to-date awareness of developments within the café/food service industry and recommend appropriate changes to the delivery of café services and products to the Café Manager. • Maintain an up-to-date knowledge of product ingredients and support the Café Manager to coach volunteers and develop their product knowledge with regards to allergens. <p>People management</p> <ul style="list-style-type: none"> • Manage a team of well-trained volunteers and staff and take every effort to create a happy Café environment. • Ensure there are sufficient volunteers and staff to support the effective operation of the Café during all opening hours. 	

- Support the Café Manager to ensure that all charity policies, cafe standards and operating procedures are communicated effectively to all staff and volunteers and are maintained and followed in a consistent manner. This includes Food Safety, Allergens, Health and Safety and Trading Standards.

Financial procedures

- Support the Café Manager to ensure accurate accounting and handling of stock.
- Support the Café Manager to ensure accurate record keeping.
- Maximising profitability through driving sales and managing and controlling costs, stock, and margins effectively.
- Assist with ordering and management of stock to ensure continuity of service.
- Prepare and complete all Café administration in the absence of the Café Manager including cash handling and banking functions to the highest standard, accurately and on time, always adhering to charity policy and procedures.
- In the absence of the Café Manager, authorise and administer Petty Cash claims where appropriate.

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 Café Manager or 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/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.
- 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.

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

Values	Behaviours to be demonstrated
DELIVER IMPACT	<p>Drive for results:</p> <p>Searches out target audience intelligence to inform decisions, taking time to understand target audience requirements and insights.</p> <p>Thinks analytically about Key Performance Indicators (KPIs) and how to achieve them.</p> <p>Appropriately delegates responsibility to team members to deliver against goals and KPIs and supports them to achieve their targets.</p>
	<p>Efficiency:</p> <p>Understands the availability of resources, making and following plans to leverage these for best effect.</p> <p>Sets timescales and pushes to make things happen quickly and efficiently.</p>
HAVE INTEGRITY	<p>Honesty and respect:</p> <p>Earns the trust and respect of line reports, colleagues and business contacts by being reliable and professional at all times.</p> <p>Represents Yorkshire Cancer Research values and behaviours through all contact with potential and existing suppliers.</p>
	<p>Courage and conviction:</p> <p>Is decisive in establishing clear priorities for self and team.</p> <p>Tough and resilient when dealing with change.</p>
CHAMPION EXPERTISE	<p>Continuous improvement and innovation:</p> <p>Uses data and facts – rather than anecdotes - to influence decision-making.</p> <p>Takes the initiative in identifying and embracing the opportunity for improvement and puts this firmly on the Yorkshire Cancer Research agenda.</p>
	<p>Governance / control:</p> <p>Contributes to the development of new processes and ways of working that address/meet relevant governance and control requirements.</p> <p>Follows the Charity’s ethical code of conduct and ensures suppliers do too.</p>

ONE TEAM	Collaborative: Collaborates cross-functionally to facilitate high levels of organisational alignment. Develops and maintains a network of contacts outside and across Yorkshire Cancer Research.
	Leadership: Is a role model for Yorkshire Cancer Research values. Builds an effective, collaborative team. Provides clear, consistent messages about the direction of Yorkshire Cancer Research. Identifies and addresses team member's development needs. Actively supports change. Encourages and allows people to take responsibility and exercise initiative.