



# Cafe Manager

Oxford | Social Enterprise cafe

**Job title:** Cafe Manager

**Location:** Yellow Submarine Cafe, Oxford, OX1 1HH

**Hours:** Monday - Friday, Full time (min. 40 hours per week), occasional weekends

**Salary:** From £28,000

Yellow Submarine is an award-winning charity, supporting people with additional needs and their families. We run two social enterprise cafes, within which we support and train adults with learning disabilities and Autism, to prepare them for employment and independence moving into adulthood. Search '[Yellow Submarine Cafes](#)' to learn more.

We have a rare opportunity for an energetic, hands-on manager to join us in our social enterprise café in Oxford. Managing the day-to-day running of the café, leading the staff team and supporting the trainees enrolled on the café traineeship programme.

If you want the opportunity to join a small, supportive and friendly team, where you'll get to see the impact of the charity's work first-hand, this is the job for you.



# Job Description



We are looking for a manager to take over the running of the existing team and café. You will be responsible for all day-to-day operations of our busy café, and for maintaining Yellow Submarine's high standards of food, coffee and service.

In addition to this you will oversee the training, support and mentoring of our trainees with additional needs, within the café. The successful applicant is proactive, can work flexibly and efficiently, as well as having a calm and compassionate nature. A sense of fun is a must!



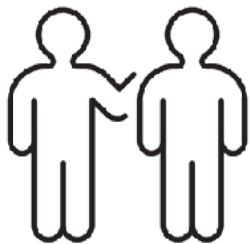
This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with organisational priorities and duties may change or new duties be introduced after consultation with the post holder.

Key Duties	
<b>TEAM</b>	Manage the staff team, including regular supervision and development of individuals within their roles  Plan rotas, ensuring sufficient staffing levels are consistently met  Work closely with the Enterprise management team to ensure consistency across sites
<b>STANDARDS</b>	Train and monitor staff to produce our 'Life Changing Coffee,' fresh food offer, and provide customer service to an excellent standard at all times  Ensure correct and efficient daily opening and closing of the cafe
<b>HEALTH + SAFETY</b>	Ensure all elements of Health + Safety are maintained, all aspects of the cafe are compliant with food safety regulations, exceptional hygiene and 5* rating is maintained
<b>TRAINING</b>	Oversee the delivery of training activities to Yellow Submarine members enrolled on our cafe traineeship programme, monitoring progress, recording and reporting as required

To carry out any other duties with the general scope of the post, as directed by your line manager or the charity's Co-Directors.

Every Yellow Submarine employee is required to uphold equal opportunities and anti-oppressive practice; whilst upholding safeguarding policies and procedures as set out by the organisation.

# Benefits



## Staff Centred Training

Regular supervision and appraisal

## Social Events

Activities organised by staff, for staff

## Career Progression

Opportunities for staff to work towards their own personal goals



## Shape Strategy

Be a part of organisational team meetings across the whole charity

## Job Satisfaction

Be a part of something amazing, help to change people's lives



## Work-Life Balance

Sociable working hours, closed on all bank holidays and during the Christmas period

## Cafe 'perks'

Food and drink provided during shifts, paid lunch break, and 25% discount across sites when visiting



*"Never have I experienced such genuine care and love from a group of people. You're all such incredible individuals with the biggest hearts and I feel so lucky to have worked with you all. The work that you all do, not even just for the trainees but for each other too, is truly life changing."*

*Dani - Cafe Supervisor*

# Requirements



	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	Leadership role or experience managing or supervising a small team  Hands-on in a cafe or similar, Front of House environment	Training, mentoring or coaching  Work in a professional kitchen environment  Working with adults or children with a Learning Disability and/or Autism
<b>SKILLS</b>	Able to read, write and speak English fluently  Demonstrate effective verbal communication skills  A hands-on Manager with a pro-active, 'can-do' attitude  Able to manage workload, and self-motivate, work under pressure and multi-task	Professional barista trained  Level 3 food hygiene, or similar  First Aid Certificate
<b>PERSONAL ATTRIBUTES</b>	Able to work flexibly and adapt to meet the needs of the business  Attentive, friendly and approachable, able to handle situations with tact and sensitivity  Be able to get on with people from all walks of life  Organised, efficient, hard-working	Patient, and able to clearly demonstrate tasks repeatedly  Able to help others reach their potential  Have an eye for detail  Have a proven reliability, excellent time keeping and attendance record

## Application process

We welcome applications from all people regardless of race, gender, disability, religion, belief, sexual orientation or age and we are committed to providing under-represented groups with the help and support they need to apply.

To apply, you must complete an application form, available on the '[Join our Team](#)' page of our website <https://www.yellowsubmarineshop.org/jobs> , along with a covering letter explaining why you are interested in this role.

## Recruitment process

Following a successful initial interview, candidates will be invited to a hands-on 'trial shift' and second interview. We must then seek two references and complete a DBS check in order to be able to make a formal job offer.

**Application deadline:** 10<sup>th</sup> November 2023

Initial interviews will be scheduled upon receipt of completed application forms

**Start date:** on or after 1<sup>st</sup> December 2023

If you have any questions, please contact Sophie Bradley [sophie@yellowsubmarine.org.uk](mailto:sophie@yellowsubmarine.org.uk)