

OUSEBURN FARM CHARITY LIMITED
JOB DESCRIPTION
CAFE TEAM LEADER

RESPONSIBLE TO: OUSEBURN FARM BUSINESS MANAGER

JOB PURPOSE

1. Under the supervision and direction of the Business Manager, to ensure the successful management of an urban farm visitor attraction, which will be open to the general public, taking an active role in all farm related activities, with a focus on catering and training.
2. Under the supervision and direction of the Business Manager, to lead on day-to-day catering and retail operations within the café to generate income and support training/work experience opportunities for vulnerable adults whilst maintaining a good balance with café customers
3. To work in accordance with the policies, practices and procedures as laid down by Tyne HA Board of Management.

MAIN DUTIES

1. To ensure fresh produce and baked goods are available to supply the cafe and food operations of the charity
2. To sustain and develop Ouseburn Farm Café, updating menus, using fresh farm produce and expanding footfall through marketing and advertising.
3. To lead on stock monitoring and control within cafe, catering and retail operations
4. To assist in recruiting volunteer café assistants to cover days throughout the week
5. To lead on developing the food for birthday parties, private functions and room buffets
6. To work flexibly to ensure that the OF is appropriately staffed particularly during hours when it is open to the general public which will include evenings/weekends particularly during bank holidays.
7. Provide induction of new team members including volunteers, ensuring that during their induction they are given adequate support and supervision.
8. To ensure staff continually receive effective and relevant training, supervision and appraisal to enable them to carry out their duties and to support them in their professional development.
9. Highlight areas of underperformance with the Business Manager, assisting the manager, where appropriate, in the development and implementation of agreed action plans to improve performance.
10. To provide and assist in the provision of a range of activities including practical cooking, customer service, etc. for service users
11. To be responsible to the Business Manager for the implementation of policy, practice procedures as laid down by the Association's management.
12. To assist in the monitoring and recording of activities at Ouseburn Farm
13. To ensure that Ouseburn Farm is kept clean and tidy and that users of the facility take part in this. To be responsible for maintaining an excellent level of safety, health and hygiene in the café.
14. To work with the Business Manager to continually develop new ideas for the café and catering offer to meet customer needs, generate income and increase footfall
15. To ensure that the health and welfare of all users of Ouseburn Farm is supported through operations

16. To be responsible for with other staff members maintenance and security of Ouseburn Farm premises.
17. To be responsible for the accurate recording of all income and expenditure as directed by the Business Manager.
18. To attend staff team meetings and to give verbal and written reports where required.
19. Other duties consistent with the successful management of Ouseburn Farm as reasonably directed by the Business Manager.

TERMS AND CONDITIONS

Annual remuneration	£18,494 - £19,909
Hours of work	37.5 hrs flexible over seven days per week including bank holidays
Annual Leave	34 days (which includes 8 public holidays) plus one day birthday leave - (Staff will be directed to take annual leave on Christmas Day, Boxing Day and New Years Day. The other 5 public holidays will be classed as normal working days for which annual leave can be requested and will be granted at the discretion of OF manager.)
Notice Period	4 weeks

All staff are employed subject to the successful completion of a 6 month probationary period

Other terms and conditions will be as stated in the Terms and Conditions document

Supervision and direction will be provided by the Ouseburn Farm Business Manager who is accountable to the Head of Business Development