Cletwr

Tre'r Ddol, Machynlleth, Powys, SY20 8PN

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CWMNI CYMUNEDOL CLETWR

JOB SPECIFICATION: Kitchen Manager

30 hours a week.

£19,000.

JOB SPECIFICATION

Cletwr is a multi-award-winning social enterprise created by the community for the community. It is located halfway between Machynlleth and Aberystwyth in the beautiful village of Tre'r Ddol, on the A487 in Ceredigion. Our food service concept is to serve excellent quality food made from Welsh produce, sourced from our outstanding list of local suppliers.

The role involves weekend working, but no evening work or split shifts. Uniform will be provided. We run a contributory pension scheme. This is a seasonal business and additional hours may be required at peak times with prior consultation.

As Catering Manager The role will be varied, with days working on prep, and others baking, no day will ever be the same! You should be seeking a challenge and be used to managing lots of tasks at once. You will be working alongside two Kitchen Assistants and a range of volunteers who come in and bake, make preserves and assist with the day-to-day running of our busy kitchen.

With a passion for local produce, we want to highlight how amazing Welsh food is and to promote everything Welsh through the food we cook and the produce we sell in our shop. Our concept acknowledges and encourages the importance of strong community roots.

You will ensure customer confidence in excellent quality dishes, produced in applicable timelines, maintaining quality with fresh and attractive displays of food. You will have responsibility for overseeing the day-to-day running of the kitchen, working with staff to create a dynamic new menu in line with our food service concept and for maintaining our high standards in Food Health & Safety.

AIMS

- To prepare meals from scratch using appropriate equipment and applying food making skills, and instruct staff .
- To maintain the current high standards in place, in relation to Food Hygiene, COSHH and Health and Safety.
- To organise and participate in the training of staff and ensure that training schedules are kept up to date and recorded in staff training files.
- Undertake staff reviews to ensure smooth business operation and staff development
- Ensure that the café and kitchen run smoothly in tandem, working with a diverse team of staff and volunteers

PERSON SPECIFICATION

- Must be an outgoing and enthusiastic team player, with strong interpersonal skills and a commitment to providing a high-quality customer experience.
- A good communicator who will share knowledge, experience and best practices in building relationships with customers and colleagues.
- An ability to lead and inspire a team of staff and volunteers in a fast paced environment is essential.
- Experience of managing staff of a kitchen team.
- Experience in food making in a kitchen environment with proven skills in producing high quality products.
- Minimum level 3 Award Food Safety in catering for supervisors.
- Experience in Natasha’s law and the implications of food allergens and labelling.
- An ongoing interest in good quality food and especially local Welsh produce is important. Having a knowledge of current food trends is also desirable but not essential.
- Welsh language skills or the willingness to learn would be advantageous.
- To have the skills for designing menus, literature, and publicity for the café would be advantageous.

KEY TASKS

Supporting staff and volunteers

- Assist the Business manager in the recruitment and retention of a team of both volunteers and paid staff.
- Ensure Health & Safety/security/fire/trading standards regulations are adhered to, that staff are fully trained, and records kept.

Stock control

- Ensure that stock is ordered, delivered, and stored correctly.
- Arrange turnaround of stock to accommodate use by and sell by dates.
- Ensure stock from the

Customer service

- Offer all possible practical assistance to customers, staff and volunteers alike.
- Lead by example.
- Encourage and support staff and volunteers to be welcoming, approachable and customer centred in their daily roles.

Administration

- Ensure that up to date records are kept for staff training files, performance reviews and leave requests.
- Ensure paperwork for consumable orders are kept and ordered in a timely manner.
- Assist with the creative promotion of events and merchandising at Cletwr and link into the shop for a cohesive theme across the organisation.
- Complete monthly rotas for kitchen and front of house staff to ensure the café is covered to work efficiently.

Security, Health and Safety

- Ensure all hygiene regulations are adhered to, and that appropriate records are created and kept.
- Ensure that Natasha's law and other food regulations are followed correctly by all staff. Ensure that Health and Safety working practices are adhered to and that all café staff are fully trained and competent in all areas of health and safety practice.
- Ensure the accurate recording and reporting of accidents.
- Assist with the opening and closing of the premises.

General

- Foster and maintain a welcoming and vibrant environment for all customers, staff and volunteers and ensure that Cletwr is a place to be and to belong.
- Ensure that the reputation and image of the business is nurtured.