

Theatre Delicatessen
Cafe Manager, Theatre Delicatessen at Broadgate
Job Description

Theatre Delicatessen at Broadgate is a placemaking project that will deliver a unique creative and artistic space in the City of London. Consisting of Deli Studios, a vibrant arts cafe, and immersive performance space it aims to deliver a different kind of creative experience to city workers and residents.

Theatre Delicatessen is looking for a creative, entrepreneurial Cafe Manager who is as passionate about coffee and high quality food as they are about creating a creative, dynamic space in the heart of the City.

Our aim is to make this cafe the heart of our immersive pop-up intervention, that over two years looks to subvert our new City surroundings to create a wonderland of arts, performance and events.

Its income directly raises funds for our artistic activity, so you will need to have a strong head for business and a drive to make profit alongside a real excitement for art and performance.

Purpose of the Role

To manage Theatre Delicatessen's Cafe, ground floor spaces and staff to maintain a vibrant, safe and creative space for all users.

Responsible to: Senior Producer

Responsible for: Cafe and Front of House staff, relevant contractors

Main Responsibilities

- To maintain and manage excellent communication across the venue and wider organisation
- To work in close liaison with the Senior Producer and Venue Manager to manage and maintain the artworks in the cafe space, including liaising with artists
- To develop and manage relationships with customers, staff and suppliers.
- To train and manage café staff and volunteers
- To strategically develop the cafe as a business including menu design and ancillary merchandise, that delivers the highest standards for the lowest costs
- To manage all aspects of the daily running of the Café including food preparation, restocking and delivery of goods to the café, ensuring its smooth running and proper administration.
- To deliver outstanding customer service, care and value
- Provide reports on request and liaise with the Directors and Finance Assistant as necessary, including contributing to the preparation and maintenance of the appropriate records, reports and annual returns for the Cafe.
- Prepare information for the payroll to pass to the Payroll administrator.
- To contribute to the successful implementation of new cafe developments
- To ensure efficient preparation, production and serving of high quality food with a specific remit, standards and budget.
- To work collaboratively with all other members of the Senior Management Team and their projects.
- To manage all staff, apprentices and volunteers, in include, training, recruitment, rotas and supervision.

- To organise and manage events, talks and workshop in collaboration with the Senior Producer
- To maintain high environmental standards.
- To support, develop and deliver Theatre Delicatessen's charitable objectives and mission.
- To comply with the arrangements made to deliver services in accordance with Theatre Delicatessen's Equal Opportunities Policy.
- To hold responsibility for the upholding of standards and compliance in accordance with Licencing Laws, Health and Safety Regulations, Food Hygiene Regulations and Trading Standards.

Essential Attributes

- A interest in the arts
- Experience of working in or managing a cafe
- Excellent business planning skills including budget building
- An ability to self-motivate and self-manage and work collaboratively
- Highly organised with excellent time management skills
- Excellent interpersonal and communication skills with demonstrated ability to build trust-based relationships both internally and externally
- The ability to efficiently and quickly problem-solve and find solutions
- An ability to manage the detail while maintaining a view of the "big picture"
- The ability to maturely deal with difficult people and create solutions
- The ability to remain calm under pressure, with an ability to deal with a fast-moving, dynamic workplace
- Experience of and confidence in using Word, Excel, Powerpoint and Google's suite of cloud based IT systems
- Experience of website administration, particularly in the use of Wordpress, and Mailchimp
- Experience of working with financial systems and budgets
- Confident public spokesperson for the company with both internal and external stakeholders and clients

Company Responsibilities

- Being an advocate for Theatre Delicatessen, having a clear overview of all Theatre Delicatessen's activities and how they relate to its charitable mission
- To maintain the highest possible standards of behaviour in the workplace to ensure a safe and supportive environment
- Supporting artists - attending showcases, opening and press nights, providing feedback, and joining in when required
- Adhere to, and actively contribute to all CurvingRoad Ltd. policies, including Equality (diversity, access and equal opportunities), Environmental and Health & Safety.
- Ensure Theatre Delicatessen maintain the highest possible standards of communication and customer service

Terms

Hours: 40 hours per week. Additional hours may be necessary to fulfil the requirements of the post, including evenings and weekends.

Salary : £23,000 (excluding 3% pension)

Holidays: Unlimited with sign off. Minimum 28 days per annum including bank holidays

Contract type: 1 year contract, with potential extension

Probation: 2 months

Notice period: 2 weeks during probation period, 2 months thereafter