

# Café Team Leader



## Department: Rangers Cafe

### Our Organisation

Ferring Country Centre is a charity providing support to people with learning disabilities. Having started in 1986 with 12 beneficiaries we have expanded over the years and now provide services to around 130 beneficiaries each week.

Our organisational mission is:

*“To create positive futures for our beneficiaries and to enable them to play a valued role in society.”*

In addition to our Day Service our Garden Centre, Ranger’s Café, Gift Shop, Dales Farm, and Riding School are open to the general public, seven days per week. This allows everyone to share our beautiful site and excellent facilities and allow those we support the opportunity to develop social and customer service skills in a safe and supported environment.

### Line Management

Accountable to the Visitor Centre Manager.

### Purpose of Role

The Café Team Leader will oversee the smooth operation of Rangers Café, providing high quality food and excellent customer service to ensure a memorable experience for all visitors.

The Café Team Leader will maintain Rangers Café as a surplus generating department and enhance its financial contribution to the charity by maximising income, whilst meeting all compliance and regulatory requirements.

The post holder, as a member of the leadership team, will model good practice, leading and coaching the wider team, and representing the values of the organisation at all times.

### Key Responsibilities

- Liaise with Visitor Centre Manager to ensure the smooth running of Rangers Cafe.
- Deliver high quality, consistent menu items in Rangers Cafe, considering customers’ preferences and special requests.
- Manage stock levels in the Café effectively.
- Ensure the team delivers an excellent customer service and experience.
- Coordinate the Café team; including training and performance management.
- Deliver children’s parties, special events and other catered functions (these may be outside of normal working hours).
- In collaboration with the Visitor Centre Manager develop a range of income generating events throughout the year.
- Ensure compliance with health and safety/food hygiene regulations and maintain high standards of cleanliness.
- Exhibit financial diligence and pursue best value.
- Work alongside the leadership team to ensure legal and contractual compliance and promote good practice.
- Ensure that the Cafe is opened and closed at the required times and secured when not in use.
- Liaise with the Farm Manager and coordinate the delivery of group visits to our Centre.
- Ensure the cleanliness and provisions across the Cafe are maintained to an excellent standard at all times.
- Any other duties reasonably required by the organisation.

### Key Information

Hours: 19 hours per week  
Shifts: Friday 11:30am to 17:30pm  
Saturday 9:30am to 17.30pm  
Sunday 10:00am to 16:30pm  
Salary: Band 4

### Contact Information

☎ Telephone: 01903 245078  
✉ Email: [Katie.simmons@ferringcountrycentre.org](mailto:Katie.simmons@ferringcountrycentre.org)  
🌐 Website: [www.ferringcountrycentre.org](http://www.ferringcountrycentre.org)

## A Charity Supporting People with Learning Disabilities

Patron | Georgina, Duchess of Norfolk

Tel : 01903 245078 | Website [www.ferringcountrycentre.org](http://www.ferringcountrycentre.org)

Registered charity no. 297286 | Company limited by guarantee in England no. 02086358



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Contract: Permanent, subject to 6-month probation

DBS: Subject to an enhanced DBS check

### Person Specification

Qualifications	Essential	Desirable
Relevant qualification in Hospitality and Management, Catering and Food Hygiene		Y
Good general level of education, including basic reading and writing skills	Y	
Commitment to undertake further training as required	Y	
Level 2 Food Hygiene	Y	
Holds full driving licence		Y

Experience	Essential	Desirable
Management experience/Experience in the management of people	Y	
Experience of working in a café setting with strong barista skills	Y	
Experience of working with people with learning disabilities		Y
Experience of working in a role that requires planning and organisation	Y	
Experience of working independently in a role	Y	

Knowledge and Skills	Essential	Desirable
High standard of interpersonal, written and verbal communication	Y	
Intermediate level IT skills (Microsoft Office)	Y	
Excellent organisational and time management skills, ability to problem solve and prioritise tasks	Y	
Ability to effectively lead and motivate a team	Y	
Ability to build effective working relationships	Y	

Personal Attributes	Essential	Desirable
Flexible, enthusiastic and committed	Y	
Self-motivated and resourceful	Y	
Respectful and understanding of diversity	Y	
Calm and resilient	Y	

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