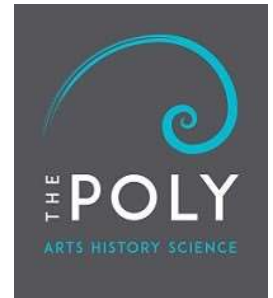


# Royal Cornwall Polytechnic Society (The Poly)

## Job Description and Person Specification



**Post Title:** Cafe/Bar Manager

**Salary:** £13.18 p/h (12 Month fixed term initially)

**Hours:** 30hrs a week to include some evenings and weekends. (Some flexibility on total hours can be agreed at interview)

The cafe/bar is open 5 to 6 days a week 10am-4pm and Wednesday-Saturday evenings around our diverse events programme.

**Reports To:** Director

**Responsible For:** Part Time Cafe/Bar Assistants and volunteers

### Introduction

The Royal Cornwall Polytechnic Society (The Poly) is a Falmouth-based charity, promoting engagement in the arts, sciences and Cornish history through film, live events, exhibitions, lectures and workshops. The Poly's roots are in artistic and technological innovation and local industry, and it is based in an iconic, Grade-II\* listed building in the heart of the community. Facilities include galleries for exhibition and hire, a 180-seat theatre, a bar and adjoining library for events and hire, and a community pottery. We also have The Poly Guild, a successful art and design retail outlet for local artists. The bar and library are currently used as a cafe during the day and draw a new audience in to The Poly.

### Job Purpose:

To be responsible for the smooth running of the Poly's hospitality offer including developing and growing the business, administrative planning for upcoming events, managing a small café/bar team, maintaining stock levels and ordering, providing excellent customer service to our patrons and visitors.

### Duties include:

- Leading a small team of staff (2 or 3 part time assistants).
- Creating a welcoming environment for customers.
- Ensuring consistent, high-quality beverages are served.
- Dealing with customer feedback and providing adequate solutions to customer complaints.
- Creating a positive work environment for staff and encouraging their career development.
- Monitoring inventory of beverages to ensure adequate stock and placing orders.
- Ensuring high standards of cleanliness at all times and paying attention to possible health hazards and regulation violations
- Working closely with the wider Poly staff team and trustees to develop the hospitality offer, explore cross selling opportunities between other areas of The Poly's operations, and plan

provision around the programme to best serve our customers and maximize income opportunities.

- Maintaining the Café Instagram presence with occasional posts on deals etc.

## General

- Work in line with The Poly mission, vision, priorities and values.
- Work in line with the Poly policies including Code of Conduct and safeguarding at all times.
- Develop volunteer opportunities and support the active engagement of volunteers.
- Work flexibly to meet the needs of the organisation including occasional evenings/weekends as required.
- Provide excellent customer service and care at all times.
- Work closely with colleagues as a team to deliver The Poly's activities in line with our mission and priorities.
- Undertake training to develop as agreed in personal development plan.
- Undertake additional duties when required to ensure the smooth running of The Poly.

<b>Person Specification</b>	Essential	Desirable
<b>Experience/Skills/Qualifications</b>		
Excellent practical barista and bar skills, including pouring drinks and changing barrels	X	
Excellent customer service skills including responding to customer feedback	X	
Excellent leadership skills and the ability to manage a small P/T staff team	X	
Good computer literacy and experience using excel.	X	
Good understanding of using social media channels such as Instagram to post occasional offers and announcements.	X	
Knowledge of alcohol and service laws and the confidence to enforce them.	X	
Hospitality, or catering qualifications		X
Previous knowledge or experience of The Poly		X
An active interest in the work that The Poly presents from film, arts and live performance.		X
Holds a personal licence to sell alcohol		X