

## Gallery Café Manager at Hastings Contemporary

Hastings Contemporary launched early July 2019 as a new, independent modern and contemporary art gallery for Hastings, and reflects the town's independent spirit, drawing on the rich artistic heritage of Hastings and the southeast and engaging with the town's growing creative community. Hastings Contemporary's expanded programme explores all forms of modern and contemporary art, and continues to champion the medium of painting, for which it has built a strong reputation. With an exciting and diverse programme of exhibitions and activities, this is an exciting time to join the front of house team.

Hastings Contemporary is seeking an experienced manager to oversee our in-house Café operation to contribute to the overall success of the Gallery. The successful candidate will lead a small team of café duty managers, café assistants/baristas and our kitchen staff. They will have excellent management, communication and customer service skills and a desire to deliver a high-quality experience to all our visitors.

The job description below outlines the duties for the role:

<b>Job title and time commitment:</b>	Gallery Café Manager Part time: Wednesday to Saturday, 9.30am – 5.30pm Including bank holidays and some evenings
<b>Reports to:</b>	Director of Operations and Exhibitions
<b>Liaison with:</b>	Senior management team All staff and volunteers Visitors
<b>Purpose of job:</b>	<ul style="list-style-type: none"> <li>• To have strategic oversight and responsibility for all operations of the gallery café</li> <li>• To manage the café front of house and kitchen team positively and effectively</li> <li>• To ensure a positive and engaging experience to all visitors to the Hastings Contemporary gallery café</li> <li>• To provide support to the Director of Operations in developing our café offering in line with seasonal changes and the needs of the organisation</li> </ul>
<b>Main duties and responsibilities:</b>	<p><b>Core duties:</b></p> <ul style="list-style-type: none"> <li>• To oversee the day-to-day and strategic operation of the café</li> <li>• To recruit, train and manage the café team in line with organisational policies and procedures</li> <li>• To manage payroll and annual leave for café team</li> <li>• To implement and maintain robust financial systems and processes for budget management, ordering, stock taking etc.</li> <li>• <u>To compile monthly staff rotas</u></li> <li>• To create a private hire package for the café venue</li> </ul>

	<ul style="list-style-type: none"> <li>• To support programming and development teams with event management and private hire, liaising with Visitor Services Manager as necessary</li> <li>• To ensure all café staff and volunteers comply with Hastings Contemporary policies and procedures and report any issues to the Director of Operations</li> <li>• To assist with gallery operations in accordance with Hastings Contemporary guidelines and ethos</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• To act as key holder and open and lock the building in line with security/insurance procedures</li> <li>• To report any concerns or issues immediately to the Director of Operations/Operations Manager</li> </ul> <p><b>Visitor services:</b></p> <ul style="list-style-type: none"> <li>• Cash handling and end of day reporting</li> <li>• Ensure that all café areas are maintained to a professional standard</li> <li>• Respond to access needs as appropriate</li> <li>• Ensure all café front of house staff are able to respond knowledgeably to the public on our exhibitions</li> <li>• Ensure all café front of house staff are able to encourage visitors to sign up to the membership scheme</li> </ul> <p><b>Café operations:</b></p> <ul style="list-style-type: none"> <li>• To ensure the café is sufficiently stocked and well presented</li> <li>• To undertake cash handling, till reconciliation and banking</li> <li>• To recruit, train and manage café staff, following HR procedures</li> <li>• To ensure compliance with all business-related regulations for the café including food safety and hygiene</li> <li>• To manage café rotas and payroll</li> <li>• To implement and maintain robust finance management systems for the café</li> <li>• To implement and maintain systems for waste management, stock taking, etc.</li> <li>• Monitor and report on customer feedback</li> </ul> <p><b>Events:</b></p> <ul style="list-style-type: none"> <li>• To work, and sometimes duty manage, gallery events including private views and hires and public programme events, as and when required</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Support the gallery Front of House team with events and other gallery activities, when required</li> <li>• Other duties commensurate with the general responsibilities and salary of the post</li> <li>• Attend weekly team meetings</li> </ul>

<b>Essential skills and experience</b>	<ul style="list-style-type: none"> <li>• <u>Two years’</u> management experience and comparable catering/customer service experience</li> <li>• NVQ level 2 food hygiene and safety</li> <li>• Strong and effective people management and leadership skills</li> <li>• Exceptional communication skills with the ability to influence, manage conflict, and defuse difficult situations</li> <li>• Strong organisational skills and an exceptional eye for detail</li> <li>• Good IT skills, with experience of using Microsoft Excel for finance</li> <li>• A practical approach to solving problems and making decisions</li> </ul>
<b>Person specification</b>	<ul style="list-style-type: none"> <li>• Flexibility in working hours – must be able to work at least one day per weekend and a minimum of three days per week, including Bank Holidays</li> <li>• An interest in contemporary art and an enthusiasm for the aims of the Hastings Contemporary</li> <li>• An uncompromising commitment to ensuring a positive visitor experience at Hastings Contemporary</li> <li>• The ability to seamlessly transition between the cafe and gallery environments</li> <li>• Understanding of the importance and impact of an engaging personality in a public facing role</li> <li>• A calm, positive, proactive and confident approach</li> </ul>
<b>Terms and conditions</b>	<ul style="list-style-type: none"> <li>• £26,000 pro rata</li> <li>• Permanent, part-time contract, minimum 32 hours per week (Wednesday-Saturday)</li> <li>• 25 days holiday a year, pro rata</li> <li>• Benefit of an Employee Assistance Programme</li> <li>• Auto enrolment to the pension scheme if qualifying for positions</li> </ul> <p><i>Hastings Contemporary is an Equal Opportunities Employer</i></p>