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### **Deputy Café Manager at The Bank**

Chopwell Regeneration Group (CRG) would like to appoint a Deputy Manager to join our Café and Events Manager and Chef in our busy Café at The Bank. This is an exciting hybrid role and involves working in all areas of our Café operations, although it is predominately a Front of House, customer facing role. This role also includes being involved with our charitable and social value projects that benefit the local community.

We run a busy café, community market and events programme at The Bank. To support our Café and Events Manager- and occasionally Chef- we have created this role to lead on all aspects of day-to-day café operations when required.

### **If you work at The Bank, you work for Chopwell!**

CRG is the charity which runs The Bank. CRG was formed by residents of Chopwell in 2017 and the charity is dedicated to making Chopwell an even better place to live. Quite simply, any staff working at The Bank work for the people of Chopwell. It is essential that every staff member we recruit, whatever their role, will be interested and engaged with the people who live here. They will encourage people who live here to get involved and they will be sensitive and responsive to the different needs and interests of the village.



**Key information about the role:**

**Hours per week:** 16 hours.

Most of these hours will be worked Wednesday – Saturday, (flexible) to be discussed and arranged with CRG Café and Events Manager and subject to business needs. Hours may vary depending on activities taking place and occasional evening and other weekend work may be required.

**Holiday:** 24 days holiday per year including bank holidays

**Pay:** £13 per hour.

**Place of work:** The Bank, 19-21 Derwent Street, Chopwell, NE17 7HU

**Reporting to:** CRG Café and Events Manager

**Contract term:** Temporary until 31<sup>st</sup> Dec 25, with a 3-month probation period.

**Areas of responsibility: Front of House (main area)**

To work alongside CRG's Café and Events Manager with all aspects of customer service at The Bank including:

- To Deputise in the absence of the Café and Events Manager in financial, customers, service matters
- To Deputise in the absence of the Café and Events Manager in coordinating and supporting volunteers
- Taking orders, handling cash and operating the till
- Handling food and serving meals and drinks to customers, including barista coffee
- Clearing tables and maintaining high standards of cleanliness
- Stocking the community market and assisting with deliveries as required
- Considering specific dietary, religious and allergenic needs as required
- Following procedures regarding food hygiene and health & safety
- Working well with staff, volunteers and customers
- Upholding the vision, values and objectives of CRG
- Assisting with the delivery of CRG's learning programme, including supporting children, young people and adults to participate in activities and working with the staff team to develop new programmes.
- Any other duties appropriate to the role as required by CRG Café and Events Manager



***Areas of responsibility: Back of House (as required)***

Assisting CRG Chef with all aspects of food production at The Bank including:

- Preparation, assembly, cooking and presentation of food
- Menu planning according to ingredients available and the needs of customers
- Using equipment correctly to produce high quality dishes
- Maintaining high standards of cleanliness
- Considering specific dietary, religious and allergenic needs as required
- Following procedures regarding food hygiene and health & safety
- Working well with staff, volunteers and customers
- Upholding the vision, values and objectives of CRG
- Any other duties appropriate to the role as required by CRG Chef



### ***Personal qualities***

- Patient and willing to learn
- Conscientious
- Well organised
- Enthusiastic
- Positive, friendly and approachable
- A team player

### ***Essential:***

- Experience of coordinating volunteers/staff is essential
- Catering/Hospitality skills
- Experience of working in a commercial catering environment
- Experience of working with others
- Experience of working alone

### ***Desirable:***

- A knowledge of Chopwell

**Any applicant living in an NE17 postcode who meets the essential criteria will be guaranteed an interview.**

### ***How to apply:***

Please send an email to [team@chopwell.org](mailto:team@chopwell.org) and include:

- An up-to-date CV including details of any previous qualifications and experience
- A brief description of why you are interested in this role

Successful candidates will be subject to an Enhanced Disclosure and Barring Service (DBS) check.

**Deadline for applications:     Friday 16th May 2025**

**Interviews:                             Week commencing Monday 19th May 2025**