

## Vocational Cafe Manager

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Grade 9 SCP (32 - 35)

### Job Description

Our inspiring Cafe Manager will lead a vibrant, commercially sustainable business at the heart of our school community. In this unique dual role, you will balance operational excellence with educational purpose, creating a welcoming environment for customers while delivering a structured, safe and transformative vocational training programme that empowers our pupils with real-world skills.

The purpose of this post is to:

- Create a welcoming and inclusive cafe experience for all customers fostering a genuine sense of community.
- Provide impactful vocational training that develops the work-readiness, life skills and confidence of pupils.
- Grow and sustain a loyal customer base by consistently delivering excellent service, high-quality products and a positive atmosphere.
- Establish and maintain strong, collaborative relationships with all stakeholders, including customers, pupils, school staff, parents/carers and suppliers.

### The successful candidate will:

#### Cafe Management & Operations

- Lead daily operations to ensure high standards in food quality, presentation, and service.
- Manage customer relations and resolve complaints effectively, ensuring all interactions adhere to school policies.
- Oversee strict allergen management and labeling to ensure safety and compliance with legislation (e.g., Natasha's Law).
- Develop nutritious, cost-effective menus and pricing strategies to ensure financial sustainability.
- Plan and deliver catering for internal school events, meetings, and functions.
- Manage inventory, negotiate with suppliers for best value, and oversee equipment maintenance.
- Strictly enforce QSHE, HACCP, and hygiene protocols for legal compliance.
- Maintain accurate records and handle financial transactions (including cashless systems) per Trust regulations.
- Build and manage a reliable team of cafe support staff.

#### Pupil Training & Mentorship

- Promote and safeguard the welfare of students, strictly adhering to the Trust's Safeguarding and Child Protection policies.
- Deliver hands-on vocational training for pupils across all cafe functions (prep, service, cleaning).
- Supervise and mentor students, providing tailored feedback to build skills and confidence.
- Adapt training methods to meet diverse learning needs and communication styles.
- Collaborate with school staff to align cafe work with pupils' Individual Education Plans (IEPs).
- Act as a positive role model, demonstrating patience, enthusiasm, and professionalism.

<b>Essential Criteria</b>
<b>Education &amp; Training</b>
<ul style="list-style-type: none"> <li>● Relevant industry qualifications (e.g., City &amp; Guilds, NVQ Level 3 or higher in Hospitality, Catering, or Business Management).</li> <li>● Current Level 3 Award in Food Safety Supervision (or a willingness to obtain immediately).</li> <li>● A commitment to continuous professional development (CPD), particularly in areas related to SEN provision and vocational training</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>● Significant and demonstrable experience in a management or supervisory role within the hospitality or catering sector.</li> <li>● Proven experience of managing, training and motivating a diverse team.</li> <li>● Experience of working directly with children, young people, or adults with additional and/or Special Educational Needs (SEN), including an understanding of safeguarding principles.</li> <li>● Experience in financial management (budgeting, stock control, cost analysis) within a catering environment.</li> <li>● Experienced in managing challenging situations and conversations effectively, professionally, and with sensitivity.</li> </ul>
<b>Knowledge and Abilities</b>
<ul style="list-style-type: none"> <li>● Exceptional interpersonal, verbal, and non-verbal communication skills, with the ability to communicate clearly and patiently with pupils, parents, and the public.</li> <li>● Strong organisational, prioritisation, and time management skills with the ability to manage multiple priorities in a fast-paced environment.</li> <li>● A genuine passion for teaching, mentoring, and empowering young people with SEN to achieve their full potential.</li> <li>● Profound knowledge of current food safety, hygiene (HACCP), and workplace health and safety (COSHH) regulations.</li> <li>● A highly professional and positive 'can-do' attitude, with the resilience to work independently and collaboratively as part of the wider school team.</li> <li>● Flexibility to work shifts, weekends and school holidays.</li> <li>● Demonstrated ability to exercise patience, empathy, and flexibility when working with individuals who may have complex needs.</li> </ul>
<b>Additional Requirements</b>
<p>We expect all our adults to:</p> <ul style="list-style-type: none"> <li>● Uphold and promote professional standards including the Trust and Academy's code of conduct and values.</li> <li>● Establish constructive relationships with all and understand and respect the position of all within the Trust.</li> <li>● Contribute to the overall ethos, work and aims of the school.</li> <li>● Promote the inclusion and acceptance of all pupils.</li> <li>● Work as a member of a team to provide a safe, caring and stimulating environment.</li> <li>● Be warm, consistent and reliable.</li> <li>● Attend to pupils' personal needs according to the school's policies and procedures.</li> <li>● Provide children with a 'secure base' in school by: <ul style="list-style-type: none"> <li>○ helping them to regulate their emotions</li> <li>○ modelling the role of a trusting adult</li> </ul> </li> </ul>

- supporting them to form and maintain trusting relationships with others
- maintaining a calm and consistent approach and asserting appropriate boundaries
- encouraging children to reflect on what goes wrong but not in a way that induces shame.
- Undertake administrative tasks relevant to the role and according to the systems of the school.
- Assist with the supervision of pupils on visits, trips and out of school activities as required.
- Supervise pupils at lunch and break times.

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Executive Principal and develop and promote high standards of professional conduct throughout the Partnership.

You will be expected to carry out your duties in line with the SPP's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development through school communications.

You will be required to work at any premises which the Trust currently has or subsequently acquires or at which it may, from time to time, provide services. You will be expected to travel and will, therefore, have access to a vehicle (with appropriate Business Insurance) or other appropriate mode of transport. There may be a requirement to transport pupils from time to time, subject to appropriate risk assessments being in place.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, and your own professional development.

All staff, regardless of their position, are expected to undertake TeamTeach training and work within 'good practice' guidelines using a range of positive handling strategies, gradual and graded, involved in holding, guiding and escorting safely, from least intrusive to more restrictive holds.

**As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding.** Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.