



*Being there for you  
and your family*

## **JOB DESCRIPTION**

- JOB TITLE:** Café Assistant Manager - Abbey Park
- RESPONSIBLE TO:** Business Development Lead
- HOURS OF WORK:** 30 hours (This will rise in the Summer/Peak months)  
5 days over 7 to include weekends and holiday periods
- LOCATION:** The Pavilion, Abbey Park, Leicester

### **JOB PURPOSE:**

To deliver profitable high quality catering and hospitality services within the café for both the public on a day to day basis and private events.

To assist the Café Manager with the cost effectiveness of the cafe, whilst ensuring the standards specified are achieved. To deputise for the Café Manager in their absence.

To assist and support the Cafe Manager in the development of new products, offers and seasonal menus.

To ensure that great customer service is provided to all including staff, visitors and contractors.

### **DUTIES AND RESPONSIBILITIES**

1. Manage the day to day (shift) management and delegation of tasks of the café and related staff.
2. Manage stock levels to ensure that they meet the business demand and rotate stock to ensure that it is used in correct date order to minimise waste.
3. Aid the Café Manager with Ordering stock.
4. To manage and ensure that food is prepared, cooked and presented to agreed standards.
5. To ensure all food displays are clean, inviting and well stocked.
6. Produce products in line with a seasonal special promotions.
7. To be knowledgeable of the ingredients of all food produced at the counter service and menus to enable you to discuss and potentially adjust menus to suit dietary requirements with potential customers.

8. Manage day to day staffing levels and tasks delegation to ensure they are appropriate in all areas at all times to meet the needs of business and future production and delivery.
9. Maintain staffing budget as agreed in the business plan.
10. Ensure the team work to best practice and compliance with all agreed procedures.
11. Responsible for cash handling and till systems.
12. Support the administration requirements of the cafe.
13. Manage back of house related areas, to include goods in and out, all rubbish and related recycling, ensuring high standards of working practice, safety, and cleanliness at all times.
14. Ensure that the dining room and any spaces where service has been provided is cleared of dishes and tables cleaned in a timely manner.
15. Assist in achieving the goal of GP of 70% for food sales
16. Support the Café Manager/Catering & Hospitality Services Manager with the development and execution of new menus and offerings to maximise profitability.
17. Display and promote the behaviours of excellent customer service at all times. Mentor the staff in how to give the best customer experience possible
18. Ensure that the premises are secure, locked and left safe at the end of each working day, or delegate this responsibility to a competent person.

### **Food, Health and Safety / Legislative Compliance**

1. Ensure that all work areas and equipment are in excellent working order at all times and managed in line with LOROS guidelines and Health and Safety procedures. All departmental maintenance and repairs are reported and managed in a timely manner to the Catering & Hospitality Services Manager.
2. To ensure that all areas within kitchen, restaurant, store and delivery area in line with full legislative compliance to achieve excellent standards, meeting the current Food Safety standards.
3. Responsible for the implementation of high standards of cleanliness and hygiene within the area.
4. Record and monitor refrigeration/freezer temperatures. Report any issues to the Cafe Manager.
5. Taking appropriate action in relation to changing food safety regulations.
6. Support the Cafe Manager during unannounced Environmental Health Officer inspection visits by being in attendance if asked and providing evidence of good food hygiene practices.

7. Support the Catering & Hospitality Services Manager in the implementation of any changes to work practices following any audits or inspections.
8. Ensure that the highest levels of customer service are displayed at all times by all members of the catering team towards patients, staff, volunteers, contractors and visitors.

### **Human Resources**

1. Assist in recruitment and selection of permanent and bank staff in line with budgets and business levels.
2. Support the Catering & Hospitality Services Manager to ensure all staff receive full induction and complete their mandatory/essential for role training i.e. Food Health and Safety, COSHH, Fire, Infection Prevention and Manual Handling to the agreed standards within their probationary period of employment.
3. Report and manage all staff related issues of performance, disciplinary, grievance and sickness absence up to stage 1 of policy.

### **Finance & Business planning / Development**

1. Support and assist in the development of departmental objectives in line with business plans.
2. Liaise with the Café Manager/Catering & Hospitality Services Manager on development of all food related projects including all counter menu changes and additions.
3. To ensure all food cost controls are adhered too, monitored and actions taken in line with budgets, financial regulations and development.
4. To support the management of staff budgets in line with budget and business levels, ensuring they are in line with changes and business changes.
5. Ensure that cash is held securely and in line with local policies. Investigate and report any till discrepancies.

**GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

To observe the hospices Equality, Diversity & Inclusion Policy and Statement which states our commitment to treating everyone with dignity and respect, irrespective of their protected characteristic.

- Promote equality, diversity and inclusion in working practices by developing and maintaining positive working relationships that ensure colleagues are treated fairly and have a voice by contributing to the development of fair and equitable working practices.
- Ensure that colleagues are treated fairly. Staff must ensure their behaviour does not constitute to discrimination and have a voice to challenge others behaving inappropriately and not in line with the hospice's values. Be supportive of colleagues or service users who wish to raise concerns about inappropriate practice's or experiences.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

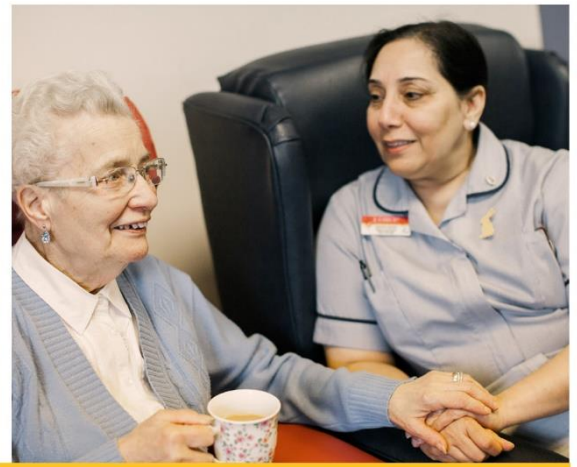
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....  
**Postholder**

Signed..... Date .....

**Line Manager**



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

Being there for *you*  
and *your family*





# Our values and behaviours



## Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom  
**665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay

**14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

**Cost per hour** of running the charity

**£8.2M**

Expenditure on patient care per year

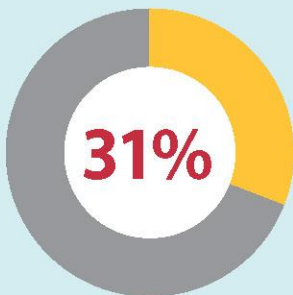
**£6.0M**

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



**£932**



**31%**

Portion of expenditure covered by NHS



**90%**

Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers



**29**

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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