

Job Title	Creative Enterprises Café Co-Ordinator – Job Description -
Responsible to	Creative Enterprises Manager
Staff Reporting directly to this post	Kitchen Team Leader Café Support Workers Café Bank Staff/Seasonal Workers
Service Aims	The Lodge Trust aims to provide services for adults with learning disabilities which promote Christian virtues and values. The Country Café is part of The Lodge Trust and is a project of the charity, offering support and training to our Service Users. We encourage them to develop new skills and gain confidence working with the public, whilst maintaining a high quality customer service.
Role	<ul style="list-style-type: none"> • To coordinate the day to day running of the Café. • To coordinate the creation, implementation and execution of a seasonal menu in conjunction with the Creative Enterprise Manager • To support the kitchen team to enable a team of people with learning disabilities to develop and maintain specialist skills. • To be able to support residents to develop their catering and hospitality skills and in the safe preparation of food and drink for service to members of the public. • To maintain resident care plans and risk assessments required for the department • To support members of the Café team to provide meals during the working week for residents. Including the creation of seasonal menus and planning for dietary requirements and modified diets. • To line manage members of the café team • To provide a responsive, friendly and courteous service at all times. • To handle and respond to day to day customer, queries, comments and complaints. • To ensure that all daily, weekly, regular checks are completed by the staff team in a timely manner and record are maintained. • To comply with all Health and Safety and Food Hygiene requirements as applicable to a catering establishment • Organise the placing and receiving of produce orders required for the café. • Including planning and preparation for events.
Responsibilities and Duties	Service Users: <ul style="list-style-type: none"> • To support the kitchen team to enable a team of people with learning disabilities to develop and maintain specialist skills. • To be able to support residents to develop their catering and hospitality skills and in the safe preparation of food and drink for service to members of the public. • To maintain resident care plans and risk assessments required for the department • To involve residents in the planning for both café and resident meals ensuring resident have the opportunity to actively participate in the planning of their menu. • To act as Link Worker for a number of service users • To ensure service users are able to take an active part in work activities. • To assist individuals, as appropriate, with personal hygiene, visits to the toilets and other tasks when required.



	<ul style="list-style-type: none"> • To ensure a safe and secure environment for the Service Users and to take appropriate action in the event of an emergency. • To comply with care standards for adults with learning disabilities. • To support residents in outings and other activities. <p>Staff:</p> <ul style="list-style-type: none"> • To line manage members of the café team • To work as a member of the Creative Enterprise Services team. • To liaise with the other members of the Café team to ensure mutual support is provided and combined skills are used for the benefit of the products and services provided. • To support members of the Café team to provide meals during the working week for residents. Including the creation of seasonal menus and planning for dietary requirements and modified diets. <p>Work area:</p> <ul style="list-style-type: none"> • To provide a responsive, friendly and courteous service at all times. • To handle and respond to day to day customer, queries, comments and complaints. <p>Health and Safety:</p> <ul style="list-style-type: none"> • To ensure the work areas and store areas are kept clean, tidy and meet all legislation requirement applicable to the work area. • To ensure the requirement of Safer Food Better Business are adhered to and the appropriate records are kept. • To comply with all Health and Safety and Food Hygiene requirements as applicable to a catering establishment. • To ensure that equipment and facilities are adequate and well maintained and any concerns are reported in line with lodge trust processes. • To understand requirements of Health and Safety and support in the implementation of all aspects of the Health and Safety Policy as applicable to work area. • To be familiar with all accident, emergency, fire and procedures. • To ensure a safe working environment at all times. • To ensure that all daily, weekly, regular checks are completed by the staff team in a timely manner and record are maintained. • To maintain necessary Health and Safety records. • To record and report any Health and Safety concerns in a timely manner. <p>Administration:</p> <ul style="list-style-type: none"> • Organise the placing and receiving of produce orders required for the café. • To adhere to cash handling and cashing up procedures. • To complete audits of stock on an annual basis • To ensure all daily weekly and monthly checks are completed for the department. • To record accurately and efficiently any necessary information on our Care Management System. • To attend relevant meetings. • To maintain confidentiality as required. • To attend training courses for your personal development • To support the events and developments of the organisation including planning and preparation for events. • To adhere to all Lodge trust policies and procedures. •
	<ul style="list-style-type: none"> • Holidays – see contract of employment • Terms and Conditions – see Letter of Offer • Salaries – see Pay Scales

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	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Level 3 Diploma in Health & Social Care (or prepared to work towards) • Level 3 in Food Hygiene (or prepared to work towards) • Allergen Awareness Qualification (or prepared to work towards) • Knowledge of Care Standards and the Key Lines of Enquiry • Knowledge of relevant syndromes • An enhanced DBS disclosure 	<ul style="list-style-type: none"> • Accredited/Appointed First Aid qualification • Food hygiene qualification • Able to drive and in possession of a clean driving licence
Experience	<ul style="list-style-type: none"> • Worked in a café or catering environment with minimum 2 years of experience • Worked in a team and demonstrated management capability 	<ul style="list-style-type: none"> • Worked in an appropriate field of learning disability • Experience of managing a profitable hospitality business • Experience line managing a staff team
Skills/Abilities	<ul style="list-style-type: none"> • Able to support Service Users in a person centred way • Able to advocate for people with learning disabilities • Aware of Health and Safety implications and responsibilities • Able to manage and motivate a team • Able to administrate and plan • Able to carry out risk assessments • Able to work under pressure • Able to use initiative, make decisions and respond appropriately in an emergency • Able to use IT effectively 	<ul style="list-style-type: none"> • Able to understand and work to contracts
Personal Qualities	<ul style="list-style-type: none"> • Able to agree to and support the values and Christian ethos of The Lodge Trust and encourage Service Users to maintain them • Able to agree to the work ethic of The Lodge Trust • Able to maintain confidentiality • Willing to learn • Flexible in approach to change • Flexible in being able to cover for absence within the team • Physical and mental health acceptable for the role • Reliable and punctual • Able to work as a part of a team • Possess a good sense of humour 	

