



Job Title	Strawbale Café and Farm Shop Manager
Location	Greenslate Community Farm, Orrell (Wigan, WN5 7BG)
Reports to	Board of Directors
Contract Type	Temporary contract for 6 months with plans to make permanent after (subject to performance)
Organisation	Greenslate Community Farm was established in 2012 with the aim of utilising the 30-acre site as a community resource for the benefit of the Billinge/Orrell community and to become more resilient to the pressures of climate change. We provide volunteering, training, education and therapeutic activities, as well as providing naturally grown food to the local community via the Strawbale Café and the Farm Shop. We operate a Care Farm service for individuals with special needs, offer private allotments, and provide a hub for ideas sharing and development of community enterprises.
Job Summary	<p>An exciting opportunity has arisen for an experienced catering manager who shares the values of the farm to lead a passionate team in revitalising our shop and café after being closed for over a year due to Covid.</p> <p>Your goal will be to increase customer engagement and profitability, to generate funds for reinvestment in the farm for community benefit. Your focus will be on long term continuous improvement in line with the ethos of the farm.</p> <p>You will liaise directly with our friendly and approachable Board of Directors and lead on developing a business plan for the café and shop, to include plans for events and use of the café space outside of opening hours.</p> <p>You will manage the café, kitchen and shop staff as well as collaborating with other managers and staff on the farm to deliver community benefits in line with our “field to fork” philosophy. A key part of this will be marketing, principally developing our online presence through social media.</p>
Responsibilities	<p>Manage day to day operations of the kitchen, café and shop including both front and back of house</p> <p>Develop the menu in collaboration with kitchen and growing staff</p> <p>Coordinate with vendors and suppliers to maintain a fully stocked kitchen and shop inventory</p>

	<p>Research, source and order products in line with the farm ethos, liaise with local businesses/craftspeople etc. to supply the shop/exhibit in the café</p> <p>Manage the financial performance of the café and shop, lead on menu pricing and cost management (working in collaboration with Bookkeeper and Treasurers)</p> <p>Lead and manage the team of c.10 staff, including culture setting and general line management duties (e.g. producing rotas, hiring, onboarding and training, holding one-to-ones, managing holidays and sickness absence, stepping into cover shifts as needed)</p> <p>Be the main point of contact/escalation for customer enquiries, deal with customer orders, take bookings for and coordinate events/functions</p> <p>Communicate the farm's ethos to customers through the shop and café, engage with them to seek feedback, and nurture friendly relationships to increase customer loyalty and boost our reputation</p> <p>Responsible for compliance with health and safety and cleanliness standards, ensuring covid secure operations</p> <p>Responsible for the general upkeep, maintenance and presentation of the shop and café building, inside and out</p> <p>Report regularly to the Board on operational performance and improvement/expansion plans either verbally or in written reports</p>
Requirements	<p>Previous experience in a catering management role is required</p> <p>Certification from a culinary school, qualification in restaurant management, kitchen administration or hygiene would be ideal</p> <p>Proven track record in operational management, showing the skills required to organise and run a high quality, efficient and popular enterprise</p> <p>Previous people management experience is required, along with the confidence and initiative to manage an established team of passionate, dedicated individuals and lead them to greater success</p> <p>Aptitude for strategic thinking: developing new ideas, business planning</p> <p>Excellent verbal and written communication skills and conflict management abilities</p>
Salary and Benefits	<p>Pay will be £12 per hour for 3 days per week initially subject to ongoing review</p> <p>Some flexibility is possible for when hours are worked, depending on needs of the role and the team</p> <p>The café is open 10am – 3pm Thursday – Sunday No evening working will be required outside of planned events</p>

	<p>The right candidate will be able to turn this temporary opportunity into a permanent position and help the Board deliver on their sustainable growth ambitions.</p> <p>Benefits include: Pension Flexible working to enable a good work/life balance 25% Discount on food and drink</p>
How to apply	<p>We are looking for a passionate individual who can hit the ground running operationally but who can grow with the role and is keen to take on new challenges with the support of staff and Directors. We are an equal opportunities employer and are keen to hear from all sections of the community. Even if you feel you do not fulfil all criteria, we'd love to hear from you to understand how you could positively impact our farm.</p> <p>Please email board@greenslatefarm.org.uk with your CV and a short cover note highlighting the key reasons you are particularly well suited to both this particular role and to working at our farm.</p> <p>We are looking for someone to start as soon as possible. The closing date for applications is Friday 13th August after which we will hold informal interviews for shortlisted candidates. Once selected, the successful candidate will be given time and support to learn about the farm, and will be set up for success with a collaborative working relationship with staff and board members.</p>