

OPEN KITCHEN

Assistant General Manager - New opening, Open Kitchen at People's History Museum cafe & bar

Job Description

Job title:	Assistant General Manager
Responsible to:	General Manager, Board of Directors
Liaise with:	Head Chef, Sales & Marketing Manager, cafe staff team, bookings team at PHM, customers (corporate, events and public)
Hours:	Full time 40 - 50 hours per week. Requires flexibility. Regular working pattern to be negotiated based on needs of individual and business.
Rate:	£23k with potential to increase following completion of 6 month probationary period
Contract:	Permanent. Initial 12 month contract, with 6 month probationary period
Holidays:	28 days per annum including all bank holidays
Location:	Open Kitchen Cafe, city centre (M3). Meetings at Open Kitchen Catering site (M21). Other locations for events.

Background

Open Kitchen is Manchester's leading sustainable catering company. Our team of passionate chefs create beautiful, unique and thoughtful menus for any occasion or event. We are committed to producing food in the most sustainable and ethical way possible. We work with a range of food businesses to stop good food from being wasted, and also purchase ingredients, working only with local, sustainable, and ethical suppliers. Our chefs use this ever-changing mix to produce delicious, seasonal menus that offer the lowest carbon dishes possible, while maintaining great quality. All of our profits continue our work supporting people living with food insecurity across Greater Manchester.

Open Kitchen are now embarking on a new venture, a city centre cafe and bar in partnership with People's History Museum at their Spinningfields site. People's History Museum: The home of ideas worth fighting for, is joining with our fight for a sustainable and ethical food

future. The vibe will be fresh, tasty and healthy during the day, with organic wines, local beers and relaxed small plates menu in the evening. We'll also be delivering a host of catered events at the museum including weddings, gala dinners, conferences, workshops and pop-up restaurant evenings. We have a range of opportunities available (management, front of house, barista, kitchen, bar), and want to hear from people who are uncompromising in the quality of products and services they deliver, and want a job with purpose and ethics at its core.

Job Purpose

To support the General Manager in all aspects of the running and operation of the new Open Kitchen cafe and bar at People's History Museum. To manage shifts and staff as needed for the GM, to support with all recording and reporting required, and to live, breathe, eat and sleep our organisation's ethics and values.

As a customer facing member of the team, you will be required to speak knowledgeably and passionately about sustainability and food ethics. This will include talking about where our local, sustainable ingredients have come from, why we support the suppliers we do, food waste, and our community support activities. You will also be expected to up-sell our Open Kitchen outside catering services, and talk knowledgeably about People's History Museum and venue bookings on site.

The role comes with a dynamic training programme that includes paid volunteering days on organic sustainable farms, visits to meat and cheese suppliers, talks from suppliers and experts on issues that our organisation tackles, and more. This isn't a cafe, it's a demonstration project about how to fix our broken food system. We're all a bit obsessive, and we expect you to be the same.

As an organisation we believe in investing in our people. We are a registered Real Living Wage Employer and invest a lot of time and resources into training and development for our team. We want people to join us and stay, and we will create successful career paths with progression for the right people.

Key Areas of Responsibility

Act as second in command to the General Manager in leading and being responsible for every aspect of the Open Kitchen cafe and bar, with direction and support from the board of Directors.

Ensure the financial success of the cafe and events catering operation.

With support from the GM, manage staff in line with company values and ethics. Actively work to develop and sustain a culture of respect, kindness, individual responsibility and constant learning.

Abide by the values and ethics of the organisation, including all ethical purchasing and environmental practice guidance.

Support the GM in all recording and reporting required for a successful, legally compliant and intelligently informed business, including development and effective maintenance of all recording and reporting.

Duties include

An active part of the front of house team working directly with customers.

Managing staff and shifts.

Record and report financial and other key performance data as required by the GM.

Deliver aspects of the social media strategy - within a clear brief deliver on targets to create content and take images to keep our social media channels fresh, active and interesting.

Support the GM in arranging all aspects of catered events at People's History Museum.

Key holder responsibilities.

Outcomes / Targets

Ensure the cafe and events catering business is financially successful. But balance that with;

Live, breathe, eat and sleep our values and ethics. Kermit the Frog was right, it's not easy being green, but we will **not** compromise on ethics to save or make money.

Support a great team of people who care about what we do to ensure that our cafe and bar stands out among the crowd for the right reasons.

Characteristics, Skills, Experience

A detail-oriented person who can support and inspire others to care about every aspect of great service.

A kind and positive people manager who holds individuals to account, expects the best, and sets people up to succeed.

A supremely organised person who can calmly and assertively deal with a range of competing priorities in a busy service.

Good IT skills - competent with Microsoft Excel, EPOS systems, social media. Good organisation and administration skills.

Experience of cafe, restaurant and / or bar management.

Interested in environment, sustainability and local / ethical food.

To apply for this role;

To apply for this role please send your CV and a covering letter explaining your reasons for applying and how you feel you meet the job description to recruitment@openkitchenmcr.co.uk

Deadline for applications is 5pm 15th April, shortlisted candidates will be contacted shortly after this date and invited for interview.