

# OPEN KITCHEN

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

<b>Job title:</b>	General Manager
<b>Responsible to:</b>	Board of Directors
<b>Liaise with:</b>	Head Chef, Sales & Marketing Manager, cafe staff team, bookings team at PHM, customers (corporate, events and public)
<b>Hours:</b>	Full time 40 - 50 hours per week. Requires flexibility. Regular working pattern to be negotiated based on needs of individual and business.
<b>Rate:</b>	£28k with potential to increase following 6 month probationary period
<b>Contract:</b>	Permanent. Initial 12 month contract, with 6 month probationary period
<b>Holidays:</b>	28 days per annum including all bank holidays
<b>Location:</b>	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 ensure the financial success and sustainability of the Open Kitchen cafe, bar and catering operation at PHM. To work with the Exec Chef and Head Chef to develop ethical, delicious and appropriately priced menus that will appeal to the diverse range of audiences the venue can attract. To work with the Sales & Marketing Manager to attract and retain a regular following for different products and services through the cafe and bar.

To work with the Exec Director to develop and manage a full system of recording and reporting that tracks financial, sustainability, and staff outcomes to ensure success. To maintain full responsibility for detailed and accurate recording, reporting and analysis of a range of factors.

To manage and support staff in line with our company values and organisational culture, including performance management, recruitment, training and ongoing development.

As the lead for customer facing members of the team, you will be expected 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**

Overall lead and responsibility for the Open Kitchen cafe and bar, reporting directly to the board of Directors.

Financial success of the cafe and events catering operation.

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.

Responsibility for 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 - training, rotas, ensure service standards are met, lead team meetings,

Work with the Head Chef to price ever changing menus, assess success of menu items and offers, adapt and deliver success.

Record and report financial and other key performance data and regularly report to board.

Analyse financials with Directors; actively identify how different products, menus, and services are performing, assess why, and adapt to succeed. Links to menus, pricing, marketing, socials, food sourcing, packaging and more.

Comms, marketing and socials; deliver aspects of socials strategy and assess success. Work with Sales & Marketing Manager to increase new and repeat business through cafe and catered events at People's History Museum.

Catered events at People's History Museum; Interim responsibility for catered events bookings including scheduling staff for events, developing menus with Head Chef, and leasing with customers and PHM venue bookings team.

Key holder responsibilities, including potentially being a main contact for out of hours on site issues.

### **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.

Lead and 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**

Someone who really wants to take on a challenge and own it. We need someone who can think high level, and has great attention to detail. Someone who wants to actively manage every aspect of this business, with support and direction from our board of Directors.

An experienced, steady and kind 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.

Someone who makes good decisions under pressure and can assess what's urgent, what's important and what will secure the future of the organisation.

Great IT skills. Someone who is very competent with Microsoft Excel, Quickbooks, Xero or other accounting software, Wix or other no code website management platforms. Great organisation and administration skills.

Experience of cafe, restaurant and / or bar management at a senior level. Either experience as a General Manager, or experience as an Assistant GM at a large venue or group with a lot of experience taking on GM level responsibility.

Personal Alcohol Licence holder (must be current, or quickly able to renew). Able and willing to act as responsible person for premises alcohol licence for venue. All other licensing permissions for bar are in place.

Longstanding interest 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](mailto:recruitment@openkitchenmcr.co.uk)

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