



THE FOLLY

Settle, Yorkshire Dales

Coffee House Assistant Manager

We offer an opportunity to join our award winning, friendly team as an assistant manager (includes weekend work)

37.5 hours per week,

Starting salary: £23,595

(negotiable after probationary period)

Duties will include:

- Supervising employees during day-to-day tasks
- Administrative tasks
- Kitchen work
- Front of House

This position is available for a person over 18; experience in a similar role in hospitality is essential.

For more information contact:

Victoria

coffeehousemanager@ncbpt.org.uk

for an application pack



ROLE PROFILE

- Title:** Assistant Manager, Folly Coffee House
- Hours:** Full-time (37.5 hours a week, to include weekend working)
- Term:** Permanent
- Remuneration:** Negotiable (starting salary £23,595)
- Reporting to:** Coffee House Manager
- Support from:** Trading Company Directors
Bookkeeper and Accounts Clerk
- Main Duties:** The Assistant Manager's role is to support the Coffee House Manager to:
- Manage the Coffee House team
 - Maintain the highest standards of customer service and satisfaction
 - Achieve and maintain the financial objectives defined by the Trading Company Directors to create a successful business
 - Ensure that all statutory requirements in terms of Food Safety and Health and Safety are met

Key tasks	<ul style="list-style-type: none">• To work designated shifts in the Coffee House.• Assist with the routine management of the Coffee House staff.• Ensure that Coffee House stock levels are correct for the following day.• Advise the Coffee House Manager of any products that require re-ordering.• Place orders with suppliers when needed.• Complete routine fridge, freezer and kitchen checks and report any malfunctioning equipment to CH Manager/Administrator.• Ensure that allergen sheets are completed for new dishes and that recipes are followed.• Assist with stock taking.• Update the EPOS system with prices and stock levels.• Carry out opening and closing procedures including cashing up the Coffee House till on request.• Ensure that staff time sheets are completed in an accurate and timely manner.• Liaise with the CH Manager re the customer offer.
------------------	--

Additional duties when required	<p>In the absence of the Manager, the Assistant Manager will:</p> <ul style="list-style-type: none"> • Organise rotas and holiday cover to include calculating all staff hours worked. • Sign off deliveries. • Deal with waste management. • Deal with customer complaints. • Attend relevant training events. • Bring any unresolved staffing issues to the attention of the Directors/Administrator.
--	---

Skills and Attributes (*E = Essential, D= Desirable*)

Qualifications	Basic Food Hygiene Level 2.	E
Experience	A minimum of two years' experience in the Hospitality sector.	E
	Demonstrable experience of staff management.	D
Use of Technology	Proficient in use of EPOS software.	D
	Proficient in use of Microsoft Office Word and Excel.	E
Management skills	Able to manage a large and diverse team of full-time and part-time staff.	D
	Excellent communication and interpersonal skills.	E
	Numerical and financial ability.	D
	Excellent time management.	E
Catering Skills	Some catering experience.	D
	Good presentational skills.	E
Personal attributes	Must be able to take direction but to also work well under own initiative.	E
	Team Player.	E
	Tact and diplomacy.	E



NORTH CRAVEN BUILDING PRESERVATION TRUST

incorporating NCBPT Trading Ltd

Role: Assistant Manager, Folly Coffee House

Further particulars

An opportunity exists for an experienced Assistant Manager to join our friendly Coffee House team. The Folly Coffee House provides 80 covers and attracted over 35,000 customers in the last financial year. We currently employ five full-time and eight part-time staff. The successful candidate in this new role will be expected to maintain the highest standards and contribute to a dynamic and effective staff team.

Settle is a small market town in North Yorkshire. The North Craven Building Preservation Trust Ltd runs the Museum of North Craven Life, which was founded in 1976 and opened at its new home in The Folly, a Grade I listed 17th century town house, in 2001. In 2017, it established a wholly owned trading subsidiary, NCBPT Trading Ltd, to manage the Folly Coffee House and the Museum Shop. The Coffee House operates longer hours than the Museum, providing high quality refreshments for visitors and regular customers, most of which are produced in our new catering kitchen. We pride ourselves on using local suppliers and offering a varied menu catering for all dietary requirements. The Coffee House won the prestigious Museum Café of the Year award in 2023. It is hoped that the Assistant Manager will help the organisation to promote the Museum and encourage more customers to visit it.

There is a wider interest in supporting the social and economic needs of the town and NCBPT is one of a number of community organisations are collaborating to provide greater positive experiences for local people and visitors. We make positive efforts to provide employment for local people and to provide support and training for a number of people with special needs.

Deadline for applications: 9am, Friday, April 26th

Interview date: Friday, May 10th.

To apply, please provide a CV and a covering letter addressing the key tasks identified in the role description, setting out your relevant skills and experience and describing how you fit the person specification. Please provide the names of two referees and indicate whether the Trust may contact them prior to interview. Send this information with an indication of your availability by email to Victoria Murray, coffeehousemanager@ncbpt.org.uk by 9am on Friday, April 26th.

To arrange an informal conversation about the role please contact Victoria on coffeehousemanager@ncbpt.org.uk

Candidates shortlisted for interview will be notified as soon as possible. If you do not hear anything from us by 4:00p.m. on Friday, May 3rd please assume that your application has not been successful on this occasion.

Equal Opportunities

NCBPT is committed to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity. No applicant for an appointment, or member of staff once appointed, will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability, sexual orientation, religion, or age. If any employee or volunteer considers that he or she is suffering from unequal treatment on any of the above grounds, he or she may make a complaint, which will be dealt with through the agreed procedures for complaints or grievances or the procedures for dealing with bullying and harassment, as appropriate.

Information if you have a Disability

NCBPT's recruitment and selection procedures follow best practice and the requirements of the Equality Act. Fair selection for employment (including freelance work) is based on the ability or potential ability of an applicant to carry out the duties of the post and decisions on appointments are based on the merit and suitability of the candidate. If you have a disability you are invited to request any special arrangements you may require for interview, or adjustments you may anticipate would be needed in your working arrangements, at the point of application. However, NCBPT recognises that you may prefer to forward this information if and when you are called for interview and you may do so at that stage without prejudice, if you prefer.

Prospective candidates should note that this post involves manual handling and that The Folly is a Grade I listed building with no lift access to the upper floors.