



Job Description & Person Specification for the *Boing!* Inns Court Manager role

Job title:	<i>Boing!</i> Inns Court Manager
Location:	Inns Court Community & Family Centre (ICCFC), 1 Marshall Walk, Knowle, Bristol BS4 1TR
Working hours:	8.30 – 4.30pm, Monday to Friday. Term time only.
Benefits:	£12.50 per hour. £26,000 per annum pro rata (based on a 40hr working week). 28 days holiday (including Bank Holidays).
Managed by:	Inns Court Community & Family Centre Management Team.

Overall purpose of the job:

- To lead a small team in running *Boing!* Inns Court in the most effective and efficient way possible.
- To work with stakeholders, including community professionals and customers to develop *Boing!* Inns Court in line with familial, community and business needs.

Specific duties and responsibilities

- To work with the ICCFC trustees, key partners and stakeholders and future management team to develop, implement and evaluate ideas to ensure *Boing!* Inns Court runs as effectively and efficiently as possible in relation to planned outcomes and outputs.
- To maximise customer use of *Boing!* and income generation without compromising key aspects of quality and our values.
- To manage and develop staff, which may include apprentices and volunteers, to be the best they can be and ensure that *Boing!* Inns Court is as effective and efficient as possible.
- To comply with all health and safety and risk mitigation policies/strategies. To update existing strategies where necessary.
- To share the responsibility, with the Café Co-ordinator, of preparing refreshments/snacks/meals. To ensure the food is healthy, tasty, attractively presented and meets customers' needs and preferences.
- To minimise waste through careful working practices.
- To be accountable for the completion of relevant paperwork including Safer Food Better Business, Cleaning Schedule, Café Float, Stock Sheets etc.
- To be responsible for all monies taken through the business and ensure secure processing.
- To work within the established system to ensure stock control and efficient stock management.
- To ensure that all areas open to the public are maintained in a clean, hygienic, attractive, safe and welcoming state.
- To ensure that local community individuals/families are, and feel, supported, including by:
 - Developing natural, organic relationships with individuals/families, encouraging them to express their needs, view and concerns and make choices and decisions.
 - Listening and empathising with situations, despite possible differences including in culture, language, religion.
 - Connecting families through commonalities where possible and appropriate.
 - Offering support and reassurance in times of emotional distress.

- Referring/signposting to relevant services/groups in the local and wider area.
- Ensuring that individuals/families are kept fully informed of what our service offers.
- Evaluating and passing on feedback and implementing changes as appropriate.
- To develop partnerships with stakeholders with an interest in *Boing!* such as service providers, employment providers and local education providers, to establish the best opportunities for people accessing the centre and to use the business to benefit the local community.
- To ensure the regular, consistent and (inter)active promotion of *Boing!* ICCFC, bearing in mind the different needs and motivations of our customer base.
- To ensure families can give their children a fun and affordable birthday party at *Boing!* Inns Court.
- To attend Management Committee/networking meetings when required.
- To carry out necessary administrative duties such as word processing, record keeping and filing.

General duties and responsibilities

- To be the first point of contact for families, customers and suppliers. To act, at all times – in and out of work - as an ambassador for *Boing!* Inns Court and ICCFC.
- Ensure that confidentiality is respected and maintained at all times. To ensure records containing personal data are kept secure at all times.
- To undertake appropriate continuing professional development to ensure you are fully up to date with current best practice and procedures. To be willing to undertake regular training in all areas of food and beverage service including Health and Safety, Food Hygiene and First Aid.
- To promote safe working practices to maintain a safe working environment.
- To work within the ICCFC equal opportunities policy to demonstrate a commitment to equality and diversity.
- To ensure that output and quality of work is of a high standard and complies with current legislation and standards.
- To undertake other duties as requested which may not be specified within the job description.

Please note:

- *Part of the interview for this role may be a practical assessment.*
- *All candidates must be willing to have a DBS check, and need to be eligible to work in the UK.*
- *Employment references will be taken once an offer of employment has been made.*
- *Full training and support will be provided to allow the successful candidate to develop further in their career.*

Person specification

Essential (must have) qualities	Assessment method	Desirable (should have) qualities	Assessment method
<ul style="list-style-type: none"> At least 2 years' experience of managing staff &/or volunteers. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Experience of working in a café, restaurant, bar, other catering or hospitality service. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Experience of and ability to cook and prepare quality food recipes for multiple customers in a limited timeframe. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Possession of an up-to-date food hygiene qualification 	<ul style="list-style-type: none"> Application
<ul style="list-style-type: none"> Experience of managing operational finances. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Possession of an up-to-date first aid certificate. 	<ul style="list-style-type: none"> Application
<ul style="list-style-type: none"> Ability to work under pressure. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Experience of working with local community groups in some capacity. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Demonstration of good organisation and efficiency. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Any experience of fundraising. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> High standards – good attention to detail. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Any experience of event organising. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Good knowledge of food hygiene and health & safety rules and regulations. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Demonstration of a high level of creativity. 	<ul style="list-style-type: none"> Application Interview References
<ul style="list-style-type: none"> Knowledge of local communities and an understanding and sensitivity to needs. The ability to sometimes simply listen, show empathy and be non-judgemental in all situations. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> High literacy/numeracy levels (GCSE grades A-C in English, Maths, ICT). Proficiency in spelling, grammar, punctuation & other English language skills or being prepared to study to improve. 	<ul style="list-style-type: none"> Application
<ul style="list-style-type: none"> Experience and understanding of excellent customer service. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Experience of family support and/or Early Years work. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> (Self) motivated, hardworking & reliable. Enthusiastic, patient & flexible. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Available to work some evenings & weekends during the period of appointment. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> The ability to work well independently as well as collaboratively. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> A full driving license with no convictions (not including speeding and parking fines). Access to own transport. 	<ul style="list-style-type: none"> Application
<ul style="list-style-type: none"> The ability & willingness to engage & communicate positively with children & adults (face to face, over the phone via letter, text, social media etc). 	<ul style="list-style-type: none"> Application References 		
<ul style="list-style-type: none"> Able to handle and resolve recurring issues and problems. 	<ul style="list-style-type: none"> Application Interview References 		
<ul style="list-style-type: none"> Skilled in the use of MS Word, Excel and Publisher. 	<ul style="list-style-type: none"> Application 		