



## Mission EmployAble - Job Description

# General Manager

<b>Department Name:</b>	Operations
<b>Location:</b>	Chorleywood
<b>Reports to:</b>	Trustees (specifically trustee responsible for operations)
<b>Directly supervises:</b>	Training Manager, Assistant House Manager, Head Caterer
<b>Date created/revised:</b>	09/02/2022

### Job Description

Mission EmployAble, a charity that trains young adults with learning disabilities, is looking for a General Manager to help launch and establish its new café on Chorleywood Common, Herts.

This is an exciting opportunity for someone with excellent people skills and at least two years' experience of managing a successful food and beverage outlet.

The General Manager will work with up to 12 interns at a time (aged between 19 and 26), who will be supervised in the café by our Training Manager. The café will also have an Assistant House Manager and a Head Caterer.

The role is full time (working a 5-day shift pattern, including weekends) and offers a unique chance to join a dedicated team that will create and run what promises to become a popular café in a stunning location.

### Qualifications And Experience Required

- Previous experience of leading a busy food and beverage-based business to high standards
- Experience of managing the opening of a catering business
- Track record of creating and delivering training programmes to front-line teams
- Experience of working with young adults with a learning disability is desired, but not compulsory
- Proven experience of managing and developing at least 10 full time staff
- Minimum of HND Level 4 or equivalent
- Enhanced DBS on the update service or be willing to apply for one)

## **We Want Someone Who:**

- Is resilient, flexible and patient
- Shows an eagerness to teach others and bring out the best in them
- Enjoys working hard as part of a team
- Has proven leadership, time management and organisational skills
- Maintains high standards of customer care

## **About Us**

At Mission EmployAble, we strongly believe that young adults with learning disabilities have the right to work, to lead fulfilled and purposeful lives, to have their individual gifts and talents recognised and to feel included as valued members of society.

There are 1.5 million people with learning disabilities in the UK and almost 94% are unemployed. They have the same hopes and dreams for their lives as everyone else and have a great deal to offer employers, yet far too many are denied the basic right to a career and the social contacts and independence that work provides.

Mission EmployAble's aim is to train people with learning disabilities to become 'work-ready' via supported internships. Once the interns complete their year with us, we hope to employ some of them in our café and help the others to find paid work elsewhere.

We are based in Chorleywood Cricket Club's new purpose-built pavilion on Chorleywood Common, where from autumn 2022, we will be running a training cafe, which will be open 364 days a year, for cricketers and the community to enjoy our home cooked food. We also work with other venues in order to give our interns training in different work environments.

Each September, we will offer one year internships that lead to accredited qualifications for 12-20 young adults who have a wide range of abilities. The academic element (functional English and Maths) of the training is approved by OFSTED and devised and overseen by our partner, Buckinghamshire College Group.

## **Our Mission Statement**

We believe that people with learning difficulties should be given the chance to reach their full potential and lead fulfilling and rewarding lives by:

- Receiving accredited training that leads to employment
- Being valued in the workplace
- Playing an active role in their community

**Responsibilities will include the following:**

Mission EmployAble value areas	Related job responsibilities
Provide a supportive, secure and safe environment for all.	Put safety first and ensure relevant procedures and risk assessments are in place and being adhered to. When acting as Duty Manager, assume full responsibility for the safe running of that duty shift.
	Ensure that relevant safeguarding measures are up to date and being followed, leading by example on personal responsibilities
	Provide and use effective channels for communication about creating a safety-first staff, intern and customer environment. Provide reports and statistics regarding interns and teaching matters to the trustees in a timely manner.
	Ensure that stock, cash and assets are carefully managed and accounted for.
Take training and learning to new levels through real life experience.	Lead by example, working with the Training Manager to deliver first class training to our interns, including design, development and review of programmes in each curriculum area.
	Work with the Training Manager to plan and deliver foundation skills classes up to Level 2 (Catering & Hospitality / English / Maths/ Employability skills)
	Work with the Training Manager to undertake workplace based teaching, learning and assessment activities in designated curriculum areas according to the requirements of external awarding bodies.
	Ensure that all training modes and locations have the appropriate resources.
	Take part in learning opportunities presented to you as part of your own development plan.
Lead the team, strengthen their self-confidence and inspire independence in our interns.	Recruit, nurture and line manage the Training Manger, Head Caterer and all team members and interns, using an approach based on the founding values of Mission EmployAble.
	Ensure the rota is efficient and provides proper cover within agreed ratios.
	Place a high value on diversity within the workplace, striving to represent the communities we serve.
	Take an active part in the charity mentorship scheme, promote and monitor individualised performance targets and career progression for internal staff members.
Embrace the community, make them proud to have us at their heart.	Build relationships with community groups overseeing the marketing and advertising of the café to the community.
	Working with the team, deliver fantastic customer service, build trade levels via repeat and new business and grow sales to agreed target levels.
	Ensure the customer areas are as clean and well-maintained as possible.

	Ensure that agreed sustainability targets are met, treat the Common and the environment with respect.
Harness the optimum opportunities for our interns.	Working with the Training Manager, network with the local business community to develop placement leads and convert them into partners.
	Liaise with placement and learning partners, learn from their experiences and encourage continued placement.
	Adapt existing training and development measures to meet the needs of placement partners.
	Utilise internal employment opportunities to enhance placements with our partners.
Take the initiative on exceptional products and customer experiences.	Working with the Head Caterer, ensure that the food and beverage offer is attractive and evolves to exceed customer expectations.
	Provide a channel for listening to, engaging with and developing ideas from the team and where possible turn them into innovation.
	Work with suppliers to buy stock effectively and promote products in a way that minimises loss and maximises gross profit.
	Engage with the business plan and agreed budgets to maximise the benefit of the café in line with the aims of the charity.

**To apply:**

Please send a CV and covering letter explaining your suitability to [info@missionemployable.co.uk](mailto:info@missionemployable.co.uk) Closing date - 16 May 2022.

Successful applicants will be invited to a screening call, after which face-to-face interviews will be conducted in late May.