



## **Café Operations Coordinator – Job Description**

The Café Operations Coordinator at Wave Hub plays a vital role in ensuring the smooth day-to-day functioning of Wave Hub and actively contributes to the overall success of the charity. This position requires a versatile individual capable of managing various operational aspects of the hub, thriving in a diverse, inclusive environment, and independently running the Wednesday and Thursday cafe operations.

### **Key Responsibilities:**

#### **Operational Management:**

- Oversee daily operations of Wave Hub café, maintaining high standards of service and efficiency.
- Manage inventory, place supply orders, and monitor stock levels in conversation with the kitchen team.
- Maintain cleanliness and organization within the hub space.
- Run the hub independently in the absence of the Director, assuming all associated responsibilities.

#### **Food Service and Hygiene:**

- Oversee food and beverage preparation, ensuring quality and consistency.
- Ensure strict adherence to food hygiene and safety standards in all aspects of hub operations.
- Assist in organizing and conducting regular training sessions for volunteers on food hygiene practices.
- Attend relevant training sessions to stay updated on the latest food safety protocols and procedures.

#### **Team Coordination:**

- Coordinate our diverse team of café staff and volunteers, nurturing their talents and fostering a sense of belonging.
- Ensure that the kitchen and café are run efficiently, that tasks are clearly defined, and that all personnel are adequately briefed.
- Engage with students and their job coaches, and ensure optimal conditions for effective job training.
- Collaborate effectively with people of all abilities, ensuring everyone's voice is heard and valued.

### **Administrative Support:**

- Manage regular financial tasks, including cash handling and expense tracking.
- Maintain necessary documentation and records, including those related to food hygiene standards and compliance.
- Support the monitoring and evaluation of grants and funding received, including contributing to data collection and reporting as required.
- Provide administrative support to the Director, including accurately recording and reconciling daily café takings and maintaining regular communication with the volunteer accountant through the shared end-of-day spreadsheet system.
- Keep accurate records of supplier information, food safety checks, and staff training in accordance with regulatory requirements.
- Collaborate with the hub Director to ensure that all documentation is up-to-date and easily accessible for inspections.

### **Facility Management:**

- Ensure the hub remains a clean, organized, and welcoming sanctuary for all.
- Coordinate improvements and repairs, constantly evolving our space to meet community needs.

### **Professional Development:**

- Attend and actively participate in training sessions on safeguarding, food hygiene, and relevant procedures.
- Pursue personal development opportunities to enhance skills and contribute to the overall success of the organization.

### **Work Schedule:**

- Required to work every Wednesday and Thursday as part of the hub team, collaborating with colleagues to ensure smooth operations. In the absence of the Director, you may be required to run the hub independently on these days.
- The postholder will be expected to be available to work up to four evening events and two Saturdays per year as part of Wave Hub's annual programme of fundraising and community events. Time off in lieu or paid overtime will be offered, according to preference and agreed in advance.

### **At times you may also be asked to:**

- Assist the Director in all aspects of running the charity successfully, including but not limited to operational, administrative, and strategic tasks.
- Be prepared to take on various responsibilities across all areas of the operation as required by the Director, demonstrating flexibility and willingness to support the charity's diverse needs.
- Assume responsibility in the absence of the Director, ensuring continuity of operations, particularly during Wednesday and Thursday hub activities.
- Contribute to strategic planning, fundraising efforts, community engagement initiatives, and programme development as directed.
- Provide administrative support to the Director and accountant, ensuring compliance with legal and regulatory requirements.

- Adapt to changing priorities and be ready to assist in any aspect of the charity's operations as needed, supporting the overall mission and success of Wave Hub.