



Café Assistant Manager of Serendipities

1. About Uppertunity

We are a registered Community Interest Company (a type of non-profit social enterprise), working with individuals (16+) with learning disabilities, autism and mental health barriers. We focus on an individual's strengths and aspirations, then work with them to realise their potential, leading to self-worth and independence. We do this through: creative workshops, group and community work, mentoring, skill development programs, meaningful volunteering roles and social events.

Serendipities is the cafe of Uppertunity, where we provide a safe training space for individuals with additional needs. Serendipities is a cosy, quirky cafe, dedicated to creating and inspiring social change. We believe in equality for all, and everything that we do is to help build socially and environmentally sustainable communities. We serve delicious homemade vegan sweet and savoury foods as well as responsibly sourced hot drinks, all the while reducing and reusing as much as we can to lessen our negative impact on the environment.

2. Job Overview

The Assistant Manager will manage the day-to-day running's of the café, as well as help develop and grow the business. The Assistant Manager will be supported by the Manager of Uppertunity, and the Board of Directors. The Assistant Manager will also be responsible in supporting our clients and volunteers (individuals with varied additional needs), to build skills and experience within the café setting, as well as develop the staff team.

We would like to take our café project to the next level, and are looking for someone with not only the experience and knowledge, but the drive and passion to help us get there. This person will need to be business, people, community and environmentally led.

3. Main Duties

The person will be responsible for below tasks, with assistance from the Manager and Board of Directors:

- Establish and maintain procedures to ensure the consistent, efficient, safe and profitable operation of the café including cooking and preparation of food and beverages, serving customers in a pleasant and courteous manner, ensuring that the cafe environment is pleasant and welcoming, and reporting maintenance/operational issues to the manager
- Training and developing our volunteers. Our volunteers are individuals with varying additional needs, who attend volunteers shifts every week. We have approximately 20 to 25 volunteers working in the café per week. Volunteers are part of all aspects of the café including serving, cleaning, baking, cooking, stock check and taking payments. As well as helping clients and volunteers achieve wellness, autonomy and self-empowerment, the Assistant Manager will support paid staff
- Note areas where the business can grow and come up with solutions. The development and implementation of these ideas will be supported by the Manager and the Board

- Assist with catering orders, and help develop our catering service. As well as assist the manager to pick up and drop off orders and food donations. Expenses will be covered
- To ensure stock is always maintained and appropriately stored, including ordering stock from our different suppliers, checking that stock orders are done in the most cost-effective manner
- Promote the positive ethos of Uppertunity, and all the services available, identify gaps in the organisation, encouraging the development of effective, high quality, person centred services, adhere to professional standards as outlined in the organisation's handbook

4. Location

Serendipities, 12 Union Street, Dundee, DD1 4BH

5. Hours and pay

35 hours per week at £10.50 per hour. Shifts are approximately 6 to 8 hours long, Monday to Saturday between 9am and 5pm. Some evenings and Sundays will be required.

6. Length of contract and start date

One year, starting on the 28th of June 2021. This can be negotiated for the right person. The contract will then be reviewed and renewed.

7. Person Specifications and Requirements

The Assistant Manager will have experience of working as part of a team and can demonstrate leadership qualities. The person should have a positive outlook with an empathetic understanding and attitude towards people with additional needs and the environment. The person should have the ability to think under pressure and have good judgement, as well as multitask, delegate and schedule for future needs. The person should be a confident communicator, self-motivated and effective in time management.

The person should have experience working in a café or kitchen, and good knowledge of food prep and menu composition, with barista expertise. The person will need a full driver's license to assist with deliveries and pickups, and preferably access to a car. Experience of supervising and motivating a team, as well as rota planning, and ability to work quickly while remaining welcoming and friendly to customers and the team.

The person should have friendliness, openness and eagerness to learn, as well as having patience to work with individuals with additional needs. Ability to relate sensitively & communicate well with clients with varying communication levels. The person will be required to join the Protecting Vulnerable Groups Scheme (PVG), and be unbarred from working with vulnerable individuals

8. Benefits

- Accredited training opportunities, as well as access to networking events
- 6 weeks paid holiday per year, including Christmas and New Year's off
- Company pension scheme if applicable

9. How to apply

Please send your CV, and why you would like to apply to:
Danielle du Plooy, Manager at danielledp@uppertunity.co.uk
If you have any questions, please phone 07931560936.