Chapter Café Bar – Head BARISTA

Department: Chapter Trading

Pay: £20,812 per annum (pay review pending)

Contract (hours): Full Time (40 hour contract, including a one hour paid lunch break)
Shifts vary from early or lates and must be able to work weekends.

Work location: Chapter Café Bar

Reports to: Head of Chapter Trading

Responsible for: Front of House Staff

ABOUT CHAPTER

Chapter is an outstanding centre for contemporary arts and culture based in Canton.

We are a hub for the production and presentation of world-class work that is accessible for all. The venue comprises theatres, cinemas, a gallery, rehearsal & hire spaces, an award-winning café bar and more than 50 studio spaces for artists and creative companies.

Each year we present more than 2000 events and programmes which attract over 750,000 visitors to the centre. We’re committed to showing the best art, performance and film from Wales, and from the world, to the widest possible audience.

Founded in 1971, Chapter is both a Charity and a Limited Company. Chapter (Cardiff) Ltd represents the Charity, while Chapter (Trading) Ltd is a wholly owned subsidiary of Chapter Cardiff through which we run the café/bar.

The Chapter group is not for profit and is funded through a mix of earned income from ticket sales, café/bar, hires and rents alongside funding from organisations such as the Arts Council of Wales, the British Film Institute and Welsh Government.

We employ about 80 people and have a turnover of c.£3.5 million per year.

We are employee focused, through our benefits, policies and practices.

Job Purpose

- Be responsible for quality and delivery of excellent coffee, tea and other hot beverages, demonstrating excellent product knowledge.
- Training staff to make excellent coffee and other hot drinks.
- Supervise the work of all food and beverage assistants, ensuring that the café, bar and hospitality service runs smoothly on a daily basis.
- Set up for service when on shift, responsible for tills, product displays, staff supervision.
- Support the supply of hospitality service for conferences and meetings.
- Oversee the smooth running of the café bar service.
Main Duties and Responsibilities

• Take a proactive approach to ensure that Chapter is supplying the best hot beverages and service.
• Maintain an active and extensive knowledge of coffee beans, blends, tea and chocolate products.
• Keep up to date with the menu, its availability, offers, allergens and advise customers.
• Lead a small team in an efficient and friendly manner maintaining high standards of customer service, training, and supporting the team.
• Work with accuracy and conscientiousness, remain helpful and friendly with customers at all times.

Person specification

Essential
• Excellent customer care skills.
• Excellent knowledge of coffee, passionate about coffee production and service.
• Previous supervisory experience, and good people management skills.
• Ability to remain calm and focused in an environment which can be pressured at times.
• Excellent communication skills.
• Smartly presented.
• Numerate.
• Outgoing, friendly personality.

Desirable
• Knowledge of food hygiene, health & safety, bar cellar procedures and regulations (additional training can be provided).
• Ability to communicate in Welsh.
• Problem solver with a proactive approach to managing teams.
• Licensing qualification or awareness.
• Food hygiene certificate.

ABOUT THE BENEFITS

We are a flexible and friendly employer, offering hybrid working and flexible hours
Staff benefits include:
• 5.6 weeks of holiday per annum, including bank holidays, pro rata for part-time positions.
• Chapter operates a contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company.
• 20% off food and drink in the café/bar.
• Enhanced Maternity and Adoption Pay, after a year’s service.
• Welsh at Work scheme.
• Two free cinema ticket each month.
• Access to an Employee Assist Programme.
• Complimentary tea/coffee in our office space.
• Complimentary lunch when working in the building.
• Support for continuous development.
• Eye Care for DSE.
• Secure bike racks.
• Staff parking.
• Staff socials.