



*We're a social enterprise supporting people with learning difficulties and autism into jobs with a future*

<b>Job title</b>	Loaf Catering Area Manager (North Down)
<b>Main Function</b>	<p>We are looking for a very special person who will love Loaf as much as we do to support the growth and development of our catering outlets and pottery production in the North Down Area.</p> <p>Loaf Pottery based in Crawfordsburn offers a variety of activities including art classes and 'Paint Me, Glaze Me' workshops, whilst producing unique, hand made pottery products. Our Café serves a choice of delicious coffee, deli sharing boards, artisan wood fired pizza and Loaf's award winning sausage rolls. There is also a beautiful allotment/garden on site.</p> <p>Ulster Folk Park, Cultra cafe provision is within the tearoom providing Loaf core products of good coffee, sandwiches, salads, sausage rolls along with a range of traybakes and cakes.</p>
<b>Location</b>	Loaf Pottery & Ulster Folk Park, Cultra
<b>Reports to</b>	Director of Business & Organisational Development
<b>Hours</b>	40 hours per week
<b>Salary scale</b>	Salary band £20,000-£22,000 per annum
<b>Benefits</b>	<p>22 days annual leave plus 12 statutory days (pro-rata)</p> <p>Holiday purchase scheme</p> <p>Flexible working initiatives</p> <p>Health Cash Plan</p> <p>Access to confidential Staff Counseling &amp; Financial Advisory Services</p> <p>Stakeholder Pension Scheme (5% employer contribution)</p> <p>Bike to Work Scheme</p>

### **Mission**

Supporting people with learning difficulties and autism into jobs with a future.

### **Vision**

A society where people with learning difficulties live, work and socialize as valued citizens.



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## **Main Responsibilities**

1. Manage the team and day to day operations to provide an excellent level of customer service, ensuring NOW Group's 'special recipe' is demonstrated across each site.
2. Collaborate across NOW Group's employment, training and community services to promote opportunities in the area.
3. Develop new commercial initiatives to increase the sustainability and opportunities within the business.
4. Manage and support pottery production in line with marketing and PR initiatives.
5. Review and monitor the unit sales targets on a regular basis.
6. Act as budget holder and achieve projected budget for the year ahead.
7. Oversee financial systems, ensuring paperwork is gathered and recorded in line with financial processes and policies.
8. Maintain Loaf Catering quality standards across each site and maintain 5 star food hygiene rating.
9. Co-ordinate private bookings and parties across each site.
10. Understand and promote Equality of Opportunity
11. Undertake and provide any training as deemed necessary.
12. Carry out any other duties as deemed appropriate to the post by your line manager.

**This job description is not definitive and may be subject to review as the duties and responsibilities determine**

## **Key Internal Relations**

As Loaf Area Manager in North Down, the postholder will have an important role alongside the Director of Business & Organisational Development ensure the effective collaboration between all teams responsible for or contributing towards our sustainability and growth. Key internal relationships include:

- All members of the Senior Management team
- Social Enterprise Businesses (Loaf/JAM Card/ Gauge NI)
- Marketing and Communications Team
- Programme Manager

## **Key External Relations**

- Local community and businesses
- Tourism Contacts
- Local Council
- Arts sector bodies
- Artists and Craft Tutors
- Sponsors
- Other funding partners
- Trusts & Foundations
- Suppliers



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## **Personnel Specification**

### **Essential**

1. Ability to be flexible and adaptable as hours of work will include evenings and weekends as appropriate.
2. Experience in at least two years management experience within a food or café industry.
3. Experience in an arts related discipline or associated field.
4. The candidate will be required to demonstrate experience in the following areas:
  - Project Management;
  - Developing new and unique ways to increase sustainability and build revenue streams;
  - Positively influencing others to achieve results that are in the best interest of the organization;
  - Customer engagement and relationship management with individuals;
  - High level of computer literacy including.

### **Desirable**

1. Experience in developing arts related business opportunities.
2. Driving licence.

*Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.*

*Please note that employment with NOW Group may be subject to a check from the Access NI Service. For positions in regulated activity a check of the Data Barring Service (DBS) will be required. For further information please refer to the Access NI Code of Practice at: <http://www.nidirect.gov.uk/accessni>*



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## Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. These are displayed on the next sheet.

**Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.**

NOW Values	Behaviours -All Staff	Behaviours -Managers
<p><b>Courage</b> We challenge convention, ourselves and each other. We have the strength, willingness and determination to initiate, make things happen and to carry them through.</p>	Takes practical approach to problem solving, proposes solutions rather than presenting problems.	Demonstrates creativity and innovation in development of solutions
	Uses initiative	Has confidence to address difficult situations using effective negotiation skills with internal and external stakeholders
	Is resilient, flexible and embraces change.	Embraces organisational change and supports staff to see it through to implementation
<p><b>Accountability</b> We are all champions of NOW Group. We take personal responsibility for achieving our objectives. We act with openness, integrity and trust. We ask for help, admit to our mistakes and put things right.</p>	Committed to learning and developing in work	Is accountable for team performance, setting clear but challenging objectives which stretch develop and motivate staff
	Is open and honest when things don't go to plan. Reflects on own practice to improve.	Adheres to organisational guidelines in management of contracts, funds, data and personnel
	Takes responsibility	Acts as a strong role model for team, demonstrating commitment to the organisation and its leadership
<p><b>Collaboration</b> We are one company across all services and locations. We work towards a common goal through cooperation and teamwork. We are all NOW Group people and treat each other with respect regardless of status</p>	Is a strong team member, supportive of all colleagues and flexible.	Supports other teams and managers taking a corporate approach to meeting organisational objectives
	Communicates well with colleagues in other teams, shares ideas and knowledge	Communicates effectively to team to build trust and break down barriers
	Is an Ambassador for NOW and actively promotes all areas of the business.	Engages a range of customers and stakeholders using external networks to ensure organisational growth and success
<p><b>Impact</b> Our services change lives. We listen to our participants*, their families and communities and use continuous improvement to deliver results. We are relentless in our pursuit of success and excellence. <i>(*also external and internal customer)</i></p>	Looks for and suggests ways to improve own and team performance	Committed to delivering high quality services through continuous improvement of own service
	Puts the participant/customer at the heart of service delivery, delivering services that make a difference	Seeks and uses feedback from participants/customers to make improvements to service delivery
	Always delivers to highest quality	Seeks and uses relevant data to measure impact of service