

JOB DESCRIPTION

Position:	<u>Café and Bookshop Manager</u>
Terms:	Fulltime
Line Manager:	Centre Director

The Café and Bookshop Manager holds the overview of all aspects of the running and stocking of the café and shop at Dzogchen Beara. This is a key role in the daily life of the centre: The café staff are the first point of contact for many visitors and guests whose experience of the café sets the tone for their visit and their impression of Dzogchen Beara.

Responsibilities:

1. Supervising and scheduling a team of staff/volunteers.
2. Partnering with the café supervisor to ensure the cafe runs efficiently at all times.
3. Responsible for annual budget and liaising with finance manager for income and expenditure budget.
4. Reconciliation of all payments through the till and credit card machine daily.
5. Maintaining an attractive and welcoming environment in the café.
6. Food and beverage preparation and serving customers.
7. Merchandising / display of products.
8. Managing the online shop; overseeing stocking, processing and sending purchases.
9. On-going research and product sourcing for café and shop.
10. Liaising with teachers and instructors to ensure that relevant books and materials are stocked for retreats and other events.
11. Supporting the administration and accommodation teams by being a point of contact for visitors and guests.
12. Working with the Communications Manager on general marketing and updating the Café Facebook page.
13. Ensuring that Health and Safety standards are maintained.
14. Ensuring that high standards of hygiene are maintained in full compliance with HACCP.
15. Ensuring all equipment is maintained efficiently.
16. Liaising with the Catering Manager for developing, producing and stocking food supplies for cafe daily.

Required Skills and Experience

1. Experience in a customer-focused environment.
2. Experience in leading a team of people.
3. A flair and interest in baristing with a commitment to always improving.
4. A good level of physical fitness as your work will involve carrying trays up and down stairs.
5. Excellent communication skills, both verbal and written.
6. Leadership and initiative.
7. A warm and friendly disposition.
8. Interest in and appreciation for the Buddhist tradition and meditation.
9. A high level of organisational skills and the ability to motivate when necessary.
10. Good business acumen with an eye for finance and product marketing.
11. Ability to work flexible hours, including some evenings and weekends as needed.
12. A calm attitude with the ability to hold the room well in terms of service and atmosphere during busy periods.