



Candidate Information

Position: Gaming Cafe Manager
School/Department: Student and Campus Life
Reference: 24/111656
Closing Date: Friday 1 March 2024
Salary: £28,539 - £33,642 per annum plus 18% shift allowance (£33,676 - £39,698 including 18% shift allowance)
Anticipated Interview Date: Friday 15 March 2024

JOB PURPOSE:

The post holder will manage the Geek Retreat and Esports Café to a professional standard with the delivery of an efficient and effective customer led service which meets agreed financial targets.

This role requires working on campus and an irregular shift pattern of 5 over 7 days

MAJOR DUTIES:

1. Management of day-to-day operations ensuring the café achieves agreed budgeted sales and margins, whilst properly controlling stock.
2. Manage and motivate a diverse team of permanent and casual staff ensuring that maximum potential is achieved by everyone including recruitment, selection and induction of new staff.
3. Develop and assign works schedules and rotas according to the needs of the business and adjust work schedules as required. Ensure that internal policies and procedures are always adhered to. Deal with staffing issues such as absence, discipline, performance management etc.
4. Liaise closely with Geek Retreat ensuring that the café is trading in line with all aspects of the franchise agreement and utilising their expertise and support when required.
5. Take responsibility for EPOS till systems and ensuring the necessary stock is in place to deliver the day-to-day business whilst ensuring stock rotation is in place which can be accurately monitored by way of monthly stocktakes.
6. Administer budgets, control income and expenditure, set targets and maintain financial records to ensure economic viability as a retail outlet.
7. Contribute to the delivery and implementation of changes to improve the service by reviewing and refreshing merchandising areas so that stock is attractively displayed and developing relevant proposals.
8. Ensure staff are trained to required standards, monitor performance and take action where appropriate to ensure staff provide an efficient and professional customer service for clients visiting the cafe.
9. Ensure all equipment and software updates are completed as required following the correct procedure.
10. Ensure orders invoices and casual staff payments are processed within the established procedure, all financial transactions are input on the QFIS system in accordance with the University procedures and data handling protocols are adhered to.
11. Actively promote and manage private hire events when required.
12. Enforce and monitor systems and standards of housekeeping, health and safety, hygiene and other employee welfare practices.
13. Management and promoting of weekly and monthly events for both a gaming and general audience, including creating regular content on social media.
14. Act as point of contact for more complex queries, dealing with customer complaints if required.
15. Carry out any other duties which are appropriate to the post as may be reasonably requested by Manager.

ESSENTIAL CRITERIA:

1. Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subject plus significant relevant experience of managing a busy retail/café at the required level OR substantial relevant experience as outlined below.

2. Relevant experience, to include:
 - Experience of recruitment, training, induction and line management of a range of staff
 - Budget management experience
 - Experience of managing financial transactions (to include EPOS till system)
 - Visual merchandising experience
 - Events management experience.
3. Working knowledge of PC architecture and ability to trouble shoot PC issues.
4. Clear understanding of relevant Health and Safety regulations, including health and safety requirements, financial protocols and stock handling procedures.
5. Demonstrate skills in the use of Microsoft packages including word and excel.
6. Numeracy and Literacy skills.
7. Excellent written and oral communication skills.
8. Good interpersonal skills, including the ability to communicate clearly with customers.
9. Good organisational and time management skills.
10. Ability to manage resources.
11. Ability to plan and organise workload to meet standards and deadlines.
12. Ability to work on own initiative as well as part of a team.
13. Able to work flexible hours to meet the needs of managing a customer facing service to include bank holidays and evening and weekend shifts. Works 5 out 7 shifts on an irregular basis.

DESIRABLE CRITERIA:

1. Retail or customer focused qualification.
2. Food Hygiene certificate.
3. Experience of promotion via digital and social media channels and managing web pages.
4. A keen interest in board/and or eGaming.
5. Ability to install, update and configure gaming software.