

Head Chef:

Salary: £35k

- Social Pantry is looking for a passionate Head Chef for the daily operation in our lovely Cafe and provide excellent service.
- Founded by Alex Head in 2011, Social Pantry is the go-to London event caterer, we are passionate about creating food that is seasonal, sustainable, and delicious.
- At Social Pantry we strive to decrease food waste and our plastic consumption. Nobody's perfect, but every little helps.
- This is all about having a passion for good food, good people skills, the ability to communicate well.
Working in a beautiful setting, serving high-quality, locally sourced produce and creative dishes is just the start of what we offer to the right candidate.
- Our list of perks includes:
 - Wednesday to Sunday rota
 - Discount on food and beverage
 - Pension Scheme
 - By annual staff party
 - Trainings
- We know, you're already sold aren't you. Get in touch and we'll give you more detail about the roles and responsibilities. Personality, expertise, and leadership.
- Work Remote: No
- **Job Type: Full-time, Permanent**

General Manager:

Salary: £30-32k

- Our General Managers are experts on Social Pantry, our products and our guests. As a manager, it's your job to ensure your site operates efficiently and profitably while maintaining its reputation and ethos. You'll coordinate a variety of activities and are fully responsible for the business performance, quality and health and safety. You will combine strategic planning and day-to-day management activities; this role is both business-like and creative.
- **Responsibilities**
 - Take responsibility for the business performance of your site
 - Analyze and plan sales levels and profitability
 - Prepare reports at the end of the shift/week, including staff control, food control and sales
 - Create and execute plans for department sales, profit and staff development
 - Set budgets/and or agree with operations manager and finance manager
 - Meet all financial objectives establishing banking relationships; preparing strategic and annual forecasts and budgets; analyzing variances; initiating corrective actions and establishing and monitoring financial controls.
 - Coordinate the operation of the site during scheduled shifts and ensure team know how to do this
 - Recruit, train, manage and motivate your staff
 - Respond to customer queries and complaints
 - Meet and warmly welcome all customers- lead by example.
 - Maintain high standards of quality control, hygiene and health and safety.
- **Health and Safety**
 - Ensure the site is legally compliant in health and safety, first aid, fire and food hygiene.

- Make weekly checks of above related on site equipment – fire extinguishers, alarms, signage, chemicals, first aid boxes etc.
- Train all team members in health and safety, fire safety and food hygiene
- Ensure all F&S and log books are completed on a daily basis.
- Identify maintenance activity required to uphold the standards and either action malfunctioning or unsafe equipment and ensure information is relayed.
- Understand EHO requirements and respond to audit queries appropriately.
- Be proactive in minimizing potential risks, and complete accident and RIDDOR reporting procedures in a timely manner.
- Action and respond to any alleged food hygiene issues, deploying all necessary resources to protect Social Pantry’s reputation and brand integrity.
- **Human Resources and Training**
 - Enable the team by equipping them with the necessary knowledge and skills to do their job successfully.
 - Manage staff files, ensuring all files include proof of right to work, up to date contract and contact details
 - Ensure you always have the correct levels of staff and implement recruitment plans.
 - Actively create employee retention through effective engagement practices.
 - Ensure all employee’s performance in line with job descriptions, giving regular feedback and reviews, and address underperformance using the correct disciplinary procedures.
 - Have a positive approach to communication with all departments.
- **Leadership**
 - Always create a motivating an energetic workplace, where staff are managed in a fair, respectful manner.
 - Be proactive in solving problems
- **General**
 - Attend all staff meetings and training sessions as requested by manager
 - Follow any other reasonable instruction from your operations manager
 - Wear appropriate uniform and follow personal hygiene guidelines
- Job Type: **Full-time, Permanent**

Supervisor:

Salary: Above London Living Wage

- To operate a successful and profitable restaurant in line with the objectives, operating procedures and standards of the company. To provide full support to the Store Manager on ensuring the smooth running of the service and venue.
 - **Customers Service**
 - Ensuring that all the customer receive quality service by providing work direction for all Team Members.
 - Maintain a through working knowledge of Social Pantry menus, to be able to advise all customers on selection and promote additional sales accordingly.
 - Manage and maintain a safe and secure environment for yourself, Customers, colleagues by implementing and maintaining safety policies and procedures for the Cafe.
 - **People**
 - Operate trial shifts when required.
 - Supervises the Team Members, verifying that their workstations are stocked neat and orderly.

- Ensure that Store sections (floor and product display) are ready for customers by checking overall condition of areas on a regular basis.
- Coaches Team Member to achieve departmental revenue goals.
- Assisting the General manager in conducting regular monthly one to one Job Chats with all Team Members as well as 3 months' Probation Reviews and 12 Months Appraisals with Team Members.
- Performance managing all under and over achieving Team Members to create the right harmony within the team.
- To assist the General Manager with all Team Members Employee Relations issues professionally and legally, liaising with Human Resource's.
- Sales and Profitability:
 - Assisting General Manager in completing the department Rota on weekly basis by deadlines set from the Area Manager.
 - Assisting the General Manager in constantly aiming of achieving the Cafe monthly targets.
 - Proactively looking ways to improve the standards beyond set targets.
 - Providing daily operational handover, challenge and improvements suggestions to the General Manager.
- Managing Stock, H&S and Food Safety Standards and Controls:
 - Manager orders, control and return stock in accordance with Company Procedures.
 - Ensure that deliveries are checked and documented upon receipt for correct quality and quantity and display and store delivered goods as required.
 - Manage and maintain a safe and secure environment for customers, employees and Cafe assets by implementing and maintaining loss prevention and safety policies and procedures.
 - Demonstrate understanding and awareness of all policies and procedures relating to Food Safety, Hygiene, Fire Life Safety, Bomb Threat Emergency plan procedures and Store Security.
 - Fully understand Emergency and evacuation procedures.
 - Ensure all security incidents, accidents and near misses are logged in a timely manner, reported to the Store manager.
 - Comply with Social Pantry rules and regulations
- Skill and Technical Requirements
- Good Planning and Organizational skills.
- Be able to manage, motivate and coach teams.
- Totally customer focused and passionate about the business.