

Job Title: Country Café Co-ordinator

Team: Creative Enterprises

Reports to: Creative Enterprise Manager

Location: This is an on-site role working on a seasonal rota at our beautiful location in the village of Market Overton, Rutland.

Job Type: 40 hours per week, worked between 08:30 and 17:00. The working pattern is seasonal, with a Tuesday to Saturday rota during the summer months and Monday to Friday during the winter months, in line with business needs.

Salary: £30,497 per annum **Pay Point:** 12

About Us

The Lodge Trust CIO is a Christian charity based in Market Overton, Rutland, providing supported living, residential care, day opportunities, and work-based activities for adults with learning disabilities. Our mission is to create a community where people are valued, encouraged, and empowered to live life to the full.

Our 20-acre rural site includes homes, workshops, a café, gardens, woodland, and a camping and caravan site. Rooted in Christian values of compassion, respect, and kindness, we seek to create a welcoming community where dignity, independence, and personal growth are encouraged.

Creative Enterprises form a key part of our day opportunities, offering meaningful, productive, and skill-building work experiences for adults with learning disabilities

Role Purpose

To lead and coordinate the day-to-day operation of the Country Café as a **front-of-house-led, financially sustainable social enterprise**, delivering:

- A **high-quality, welcoming customer experience**, led from the front
- **Break-even minimum financial performance**, with growth ambition
- **Meaningful work-based learning opportunities** for residents and day service users

The Café Co-ordinator will take a **hands-on, front-of-house leadership role**, setting the tone for service standards, customer engagement, and operational flow, while supporting residents to build confidence and skills in a real working environment.

Key Responsibilities and Duties

1. Commercial & Financial Performance (Primary Accountability)

- Own café financial performance, ensuring minimum break-even with a focus on growth
 - Drive daily revenue, including seasonal trading (weekends, events, peak periods)
 - Manage pricing, cost control, and margin optimisation
 - Monitor and improve average transaction value and sales mix
 - Control stock ordering, rotation, and waste reduction
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2. Front of House Leadership & Customer Experience (Primary Operational Focus)

- Take day-to-day ownership of the front of house, being visibly present during service
 - Lead by example in delivering a friendly, professional, and efficient customer experience
 - Set and maintain high standards in:
 - Customer service and engagement
 - Presentation and cleanliness
 - Speed and flow of service
 - Act as the first point of contact for customers, handling queries, feedback, and complaints confidently and professionally
 - Support and coach residents and staff to operate effectively in front-facing roles
 - Support the Kitchen Team Leader in the preparation of food for the café menu
 - Monitor and actively manage busy periods, queue flow, and service efficiency
 - Ensure the café consistently enhances the Country Park visitor experience
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3. Resident & Service User Development (Core to Role)

- Enable residents and day service users to actively participate in café operations
- Support individuals to develop practical catering and hospitality skills, including:
 - Food preparation
 - Customer service
 - Front-of-house confidence
- Progress individuals from supported roles to greater independence and responsibility
- Ensure all activity is person-centred and aligned to care plans and risk assessments
- Involve residents in menu planning and café decisions where appropriate
- Act as Link Worker for allocated individuals where required

- Support individuals with personal care needs where appropriate, ensuring dignity and respect at all times
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4. Operational Management

- Coordinate the day-to-day running of the café across front and back of house
 - Lead the planning, creation, and delivery of seasonal menus in conjunction with the Creative Enterprises Manager
 - Ensure menu balance:
 - Customer demand
 - Nutritional and dietary requirements (including modified diets for residents)
 - Commercial viability (margin and cost control)
 - Support provision of weekday meals for residents
 - Plan for and deliver events, promotions, and seasonal trading activity
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5. Health, Safety & Food Hygiene (Critical Accountability)

- Ensure full compliance with all Food Hygiene, Health & Safety, and care regulations
 - Maintain a Food Hygiene Rating of 5* standard
 - Ensure strict adherence to Safer Food Better Business (SFBB) processes and documentation
 - Maintain a clean, safe, and well-organised working environment
 - Ensure all equipment is safe, maintained, and fit for purpose
 - Complete and oversee all daily, weekly, and monthly checks (100% compliance)
 - Maintain accurate health & safety records and reporting systems
 - Ensure team understanding of:
 - Emergency procedures
 - Fire safety
 - Accident reporting
 - Promote a safe working environment for staff, residents, and visitors at all times
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6. Team Leadership & Management

- Line manage café staff, including Kitchen Team Leader and support staff
- Build a positive, inclusive, and accountable team culture
- Ensure staff are trained to deliver both:
 - Commercial performance expectations
 - High-quality support to residents
- Support team development, supervision, and performance management
- Work collaboratively across Creative Enterprises

7. Administration & Compliance

- Manage ordering, deliveries, and supplier relationships
 - Ensure accurate stock control and periodic audits
 - Adhere to cash handling and financial procedures
 - Maintain accurate records on:
 - Care management systems
 - Operational checks
 - Compliance documentation
 - Attend meetings, training, and contribute to organisational development
 - Maintain confidentiality and adhere to all Lodge Trust policies and procedures
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Core Responsibilities (Summary)

- Lead daily café operations
 - Deliver commercial performance (minimum break-even)
 - Support and develop residents through meaningful work
 - Ensure excellent customer experience
 - Maintain full compliance with health, safety, and food hygiene
 - Manage team, stock, and resources effectively
 - Contribute to wider Creative Enterprises activity
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What Success Looks Like

- Café consistently operates at break-even or better
 - Residents are actively engaged and progressing in skills and confidence
 - Café achieves and maintains *5 hygiene and full compliance**
 - Customers receive a high-quality, welcoming experience
 - Operations are efficient, well-organised, and commercially aware
 - Team is stable, capable, and aligned to both care and commercial goals
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Person Specification

Job Title	County Café Co-ordinator	
	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Level 3 Diploma in Health & Social Care (or prepared to work towards) • Level 3 in Food Hygiene (or prepared to work towards) • Allergen Awareness Qualification (or prepared to work towards) • Knowledge of Care Standards and CQC Quality Statements • Knowledge of relevant syndromes • An enhanced DBS disclosure 	<ul style="list-style-type: none"> • Formal qualifications in: <ul style="list-style-type: none"> ○ Food Hygiene ○ Health & Social Care
Experience	<ul style="list-style-type: none"> • Experience in café/catering/hospitality environment (min. 2 years) • Experience managing or supervising a team • Experience managing budgets or P&L 	<ul style="list-style-type: none"> • Worked in an appropriate field of learning disability • Experience in managing a profitable hospitality business • Experience in managing a staff team
Skills/Abilities	<ul style="list-style-type: none"> • Able to support Service Users in a person-centred way • Able to advocate for people with learning disabilities • Aware of Health and Safety implications and responsibilities • Able to manage and motivate a team • Able to administrate and plan • Able to carry out risk assessments • Able to work under pressure • Able to use initiative, make decisions and respond appropriately in an emergency • Able to use IT effectively 	
Personal Qualities	<ul style="list-style-type: none"> • Able to agree to and support the values and Christian ethos of The Lodge Trust and encourage Service Users to maintain them • Able to agree to the work ethic of The Lodge Trust • Able to maintain confidentiality 	

	<ul style="list-style-type: none"> • Willing to learn • Flexible in approach to change • Flexible in being able to cover for absence within the team • Physical and mental health acceptable for the role • Reliable and punctual • Able to work as part of a team • Possess a good sense of humour 	
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Work Schedule

40 hours per week, worked between 08:30 and 17:00. The working pattern is seasonal, with a Tuesday to Saturday rota during the summer months and Monday to Friday during the winter months, in line with business needs.

Safer Recruitment Statement

The Lodge Trust CIO is committed to safeguarding and promoting the welfare of adults at risk and expects all staff and volunteers to share this commitment. All roles are subject to an Enhanced Disclosure and Barring Service (DBS) check, including the Adults' Barred List where the post involves regulated activity.

Applicants already registered with the DBS Update Service will be asked to provide their certificate number and consent for an online status check. Employment will also be subject to verification of identity and right to work in the UK, satisfactory references confirming conduct in previous roles (particularly in care or support settings), and confirmation of qualifications or professional registration where required.

The Lodge Trust CIO follows CQC Regulation 19 (Fit and Proper Persons Employed), Schedule 3 evidence requirements, and Skills for Care safer recruitment guidance to ensure all staff are suitable and safe to work in social care.

Line Manager:	Signature & Date:

Employee:	Signature & Date: