

## **Job Description: Ice cream parlour/café consultant**

The role will encompass all aspects of the parlour/café environment from pre-opening to on-going management/troubleshooting and strategic planning.

The position requires flexibility both in terms of working hours and remit, the position holder will need to respond to demand both on and off site as and when required. They will be responsible for ensuring the on-going development of the business in relation to promotion and advertising and ensuring all staff have clarity in their vision as to the theme, priorities and policies of Mind in Bexley. They will work with Mind in Bexley staff to ensure the effective project management of all operations at initial, development and future stages.

### **Main responsibilities to include:**

Initial set up and on-going: embedding the theme, ethical framework and Mind priorities in the planning and development of the parlour/café. To include:

- Interior design - planning and implementing the layouts – front of house and back kitchens/storage.
- To liaise with builders, contractors, utilities professionals and the LA to ensure that necessary works are carried out within established remit.
- To source and order all necessary furniture, cooking and dining-ware and kitchen equipment to ensure the proper functioning of the business.
- Analysing, implementing and developing café/parlour theme, comparing to other successful restaurants in the area and beyond.
- Supporting Mind and the Manager with advertising, interviewing and training initial and subsequent staff members.
- Liaise with Kent County Council regarding employment permits for school age children and other employment related requirements
- To work with the staff team on developing policy and procedure/operational systems for all aspects of the running of the business and to streamline restaurant efficiency. Supporting the Manager in developing and implementing service protocols and having an overview of training programs
- To work alongside the management team in developing the menu selections and prices, analysing costs and revenues to cover projected expenses.
- Forecasted revenues and expenses for first 12 months of operations, identifying required capital reserves and time until breakeven
- Assist Mind stakeholders with menu, window, and advertising and social media graphic design ensuring that they reflect the embedded theme.
- To Administrate and monitor social media output and promotion.
- Working with the Management team and Chef to establish initial inventory for both menu and beverage items through multiple distributors and purveyors, researching and sourcing cost effective and healthy ingredients and suppliers.
- Assessing the café/parlour situation, devising plans, maintaining an overview of training needs and priorities, checking café/parlour records and helping staff to carry out any improvement plans.
- To be available on site to help troubleshoot, problem-solve and implement and improve systems with particular attention to staff management/availability/supervision and monitoring health code protocols.
- To work with Mind management on strategic planning and decision making to ensure the long-term sustainability of the project.