



Bind Food Waste Innovation CIC | Magic Hat, Higham Place, Newcastle NE1 8AF

### **Role Description: Magic Hat General Manager**

Magic Hat opened the doors to its city-centre 80 cover cafe/restaurant in April 2021, after 5 years of holding pop-up events across the city. In addition to creating amazing food and drinks made from surplus ingredients, great coffee, a pay-as-you-feel market and a hamper delivery service, Magic Hat is also an affordable events space and a community resource in the city-centre.

The project is now well established with lots of opportunities to maximise our impact further. Magic Hat is a project of Bind, a Community Interest Company and Newcastle's food waste hub. Bind is growing rapidly, making it an exciting time to join the organisation. A strong candidate for this role will therefore be eager to help shape Bind as it continues to expand, and be flexible and responsive to the needs of a growing organisation.

For more info please visit [www.themagichatcafe.co.uk](http://www.themagichatcafe.co.uk) and [www.projectbind.com](http://www.projectbind.com).

### **Job Role**

The purpose of the role is to lead on the general operations of Magic Hat, and to help develop the project to meet its financial, environmental and social objectives.

Enjoying problem solving, excellent interpersonal and communication skills, being very well organised and the ability to work well under pressure are crucial for this role.

In order to raise awareness of the extent and absurdity of food waste, we are looking for someone who believes in our core aims and wants to develop our city-centre food waste cafe to further improve its impact.

### **Key Information**

- Deadline for all applications is midnight **Sunday 6th February 2022** – applications received after this date will not be considered
- Interviews will take place on the **15th & 16th February 2022**
- The **start date will be ASAP** after selection, but start dates will be discussed at interview to allow sufficient notice period to be given for existing employment
- Please see the application process below, applications which do not provide the required documents will not be considered
- We will contact all applicants as soon as possible to inform them of the status of their application
- If you require any further information, please contact [vacancies@themagichatcafe.co.uk](mailto:vacancies@themagichatcafe.co.uk)



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### **Pay and Benefits**

- 32 hours per week
- A mix of flexible and fixed hours. Regular weekend work required.
- £27,040 - £31,200 pro rata (£13-15/hr) - dependent on experience
- Employment term: Permanent, with an initial probationary period of 3 months
- Loads of free food and fun!

**Reports to:** Bind CEO

**Responsible for:** Magic Hat FOH Managers, Chefs, Driver and Cleaner plus any new staff positions that may arise

### **Main Duties:**

#### **Operational**

- Managerial lead on the smooth running and development of the project
- Ensure the project exceeds its financial, social impact and environmental targets
- Financial reporting, banking monies, handling petty cash and liaising with bookkeeper to manage invoices
- Being the registered alcohol licensee
- Manage online and in-house shop sales, including promotion and processing orders
- Oversee the accurate and detailed record keeping of the project's activities to ensure correct procedures are followed and the impact of the project is monitored
- Ensure that the cleanliness and aesthetic of the cafe is maintained
- Coordinate waste disposal with contractors
- Work with the Volunteer Coordinator and Events & Inclusion Manager to help deliver the outcomes of their respective programmes
- Ensure routine maintenance of equipment is carried out and new equipment is purchased as necessary
- Manage relationships with recipient organisations of food donations, and coordinate donations
- Ensure all operations policies are up-to-date with relevant legislation and all staff and volunteers have read and understood them

#### **Staffing**

- Supervise staff, ensuring their roles and responsibilities are carried out to an excellent standard
- Support staff to fulfill their potential and ensure their wellbeing is prioritised, including quarterly appraisals, arranging appropriate training and any disciplinary/grievances
- Maintain a positive working culture within the cafe such that the team are motivated, work well together and are able to contribute to shaping the project
- Chair regular team meetings effectively



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- Recruit and manage the training of kickstarter/young people programmes
- Ensure appropriate staff cover has been arranged in case of absences, including covering shifts when required
- Support the Volunteer Coordinator to deliver an effective volunteering programme
- Support the Events & Inclusion Manager to deliver a programme of events and hires that maximises use of the space and the project's impact across the city

### **Communications**

- Ensure the project's aims are communicated consistently both verbally and in print, in line with marketing and branding guidelines
- Ensure all communications are kept up to date, including the website and social media accounts associated with the project and the main email address
- Promote the project through a variety of means, including online and in public and giving interviews
- Maintain positive and productive relationships with the Advisory Group, Volunteer Steering Group and Directors, including attending meetings where necessary

### **Other**

- Develop and maintain good working relationships with relevant stakeholders
- Undertake any other tasks or duties that may reasonably be required

### **To be amazing in this role, you will need the following attributes/experience...**

#### Essential:

- Positive attitude and ability to solve problems under pressure
- Personable, excellent communicator
- Experience of managing a busy hospitality environment
- Experience of management and effective coordination of a team
- Ability to work under pressure and manage competing priorities
- Strong organisational, administrative and time-management skills
- The ability to work in a self-directed manner and as part of a team, where the ability to develop and build good working relationships is key
- Excellent written and verbal communication skills
- A flexible and non-judgmental approach to people and work
- Good IT skills (shared documents, spreadsheets, EPOS systems, rotas, mailchimp, social media and emails)
- Commitment to the values of the Magic Hat and Bind.

#### Desirable:

- Interest in, and awareness of, food waste on a local and global level
- Barista trained and/or commercial kitchen experience
- Level 2 food hygiene or above



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- First aid trained
- Experience of working within set budgets
- Knowledgeable in H&S, safeguarding and employment legislation
- Experience of working with volunteers
- Experience of delivering training

#### Application Process

If you are interested in applying, please send the following:

- **Covering letter** describing your experience of the main duties and how you meet the required and desired experience and attributes (1 page maximum)
- An up-to-date **CV** (2 pages maximum)
- Contact details for **2 referees**

Please attach the above to an email and send it to [vacancies@themagichatcafe.co.uk](mailto:vacancies@themagichatcafe.co.uk) with an email subject of **"Your Name + General Manager"**

Please see the "Key Information" box at the start of this document for a timeline and deadlines for the application process.