



Community Café Manager

***Job vacancy information and further
details for candidates***



October 2025



Dial House
Hamilton Place
Chester CH1 2BH
Tel: 01244 345655
Email: contactus@dialwestcheshire.org.uk
Website: www.dialwestcheshire.org.uk

Registered Charity No: 1156120
Company Limited by Guarantee No: 8831095
Registered in England & Wales

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About Dial West Cheshire

Dial West Cheshire is an award-winning local charity with a history dating back to 1986. We provide a range of services aimed at enabling disabled people and older people to live sustained, independent lives.

Our Disability Rights Centre, Community Café and Autism Hub are based at Dial House in Hamilton Place, Chester.

As well as providing services which improve the lives of disabled people, we actively encourage people with disabilities and long-term health conditions to work or volunteer with us. Our services are delivered by teams consisting of paid workers supported by volunteers.

Further information is available from our website: www.dialwestcheshire.org.uk

Vision, Mission and Values

Vision

Dial West Cheshire's vision is a society where disabled people and older people can participate equally as full citizens.

Mission

Our aim is to empower disabled people and older people to live sustained, independent lives. Our objectives are to:

- Reduce poverty and improve economic status
- Reduce social isolation
- Improve health and well being
- Raise awareness of needs and aspirations
- Provide opportunities for volunteering, training and employment

Values

Dial West Cheshire:

- Promotes and seeks implementation of the **Social Model of Disability**, through our own work and by working with partners, in recognition that people with impairments are disabled by attitudinal, environmental and institutional barriers in society.
- Recognises and supports the **Equality, Diversity and Rights** of disabled people.
- Believes in an **Inclusive Society** in which all disabled people have the support necessary to participate fully.
- Aims to be **Trusted** by those we help and work with.
- **Cares** about our people and our customers.
- Aims to be a **Beacon of Best Practice** throughout our work.
- Is **Committed to Achieving Quality** in the delivery of our work.

How to Apply

To apply, please email a completed **Person Specification Template** together with your **CV** to rosie.kyme-wright@dialwestcheshire.org.uk. Please provide examples of your experience and how you meet the criteria when completing the template.

The closing date is 12noon on Friday 5th December 2025. For an informal discussion about the role please contact Rosie Kyme-Wright, telephone 01244 345 655.

We will short list by checking evidence of the suitability of candidates against firstly, the essential, and secondly, the desirable, criteria in the person specification. As we are a 'Disability Confident Employer,' we are committed to interviewing all candidates who indicate that they have a disability and who meet all the essential criteria for the post. Please advise us of any additional support needs, such as help needed to make an application, requirements at interview or reasonable adjustments which can be considered to enable you to fulfil the job role

Job Description

Job Title:	Community Café Manager
Responsible to:	Chief Officer
Hours:	16 hours per week Proposed rota: Mondays – 10am-2pm (onsite) Wednesdays - 3 hours (to be worked flexibly from home or onsite, as required) Thursdays - 10am-3pm (onsite) Fridays - 10am-2pm (onsite) Some flexibility will be required to meet the needs of the charity.
Salary:	£14.00 per hour
Contract term:	6 months (with a view to extend, subject to ongoing funding)

Job Purpose

Reporting to the Chief Officer, the Community Café Manager will co-ordinate and manage the delivery and ongoing development of Dial West Cheshire's Community Café.

The Community Café Manager will be responsible for:

- Leading the delivery and development of the community café, overseeing efficient, effective and safe operating systems which ensure an excellent, friendly, welcoming and reliable service.
- Managing the day-to-day running of the café, aiming to achieve optimum revenue by maximising sales and controlling income and expenditure, working within available resources and in accordance with DWC's values and community focus. (Café customers include disabled people, elderly people, local groups and the wider community.)
- Line managing the café paid staff and volunteers.
- Maintaining and developing the supported volunteering programme within the café.
- Preparing, cooking and serving good value meals, homemade cakes and drinks to regular customers and new visitors.
- Maintaining and developing external catering arrangements with local churches and other organisations.

A key part of the role is to support, supervise and empower the café volunteers to develop skills, actively participate, and gain confidence in their roles. We provide volunteering opportunities which includes roles with food preparation, cooking, serving and cleaning down.

We also offer supported volunteering to disabled people, neurodivergent people, people with learning disabilities and people living with mental health challenges. Our volunteers have all got their own talents in the café and kitchen. Collectively, our volunteers form a bright, happy, hard-working and diverse team, who are keen to learn and provide great customer service.

About you

You will:

- have experience of working within a commercial kitchen in a senior capacity, either as a manager, team leader or equivalent role.
- have experience in preparing and serving food to paying customers.
- have experience of cash handling, stock ordering and managing budgets.
- have a good understanding of the Food Standards Agency Regulations and the ability to apply

this knowledge effectively in your own working practices and in the working practices of team members.

- have experience of supervising staff and/or volunteers.
- understand some of the challenges faced by disabled people.
- be an enthusiastic team player with a passion to deliver a good service to others.
- be well organised and able to multi-task.

Principal Responsibilities:

- Manage the delivery of the Community Café service under the direction of the Chief Officer and Board of Directors.
- Provide supportive line management to the Café Supervisor and Café Assistant.
- Working with the Head of Engagement, ensure that volunteering levels are adequate for the delivery of a quality assured service and take an active role in recruitment.
- Provide supportive induction, training, supervision, and appraisal of volunteers.
- Provide leadership (together with members of the Senior Management Team) and act as a senior point of contact as required.
- Ensure that kitchen practices comply with all necessary legal requirements.
- Ensure compliance with Dial West Cheshire policies and procedures.
- Plan menus and co-ordinate food preparation and service delivery with support from the Café Supervisor.
- Procure supplies of food/ drinks, equipment, and cleaning materials in compliance with budgets agreed by the Board of Directors to ensure suitable stock levels, keeping accurate records of income and expenditure.
- Be responsible for cash handling, ensure the safe keeping of money, and work with the Finance Manager to ensure income and expenditure is monitored effectively.
- Engage with and support income-generation and fundraising activities, including supporting the Chief Officer to develop funding bids.
- Maintain accurate records of kitchen & café activities and customer experience.
- Ensure the café has a positive social media presence (i.e. Facebook) and promoting the café in other formats.
- Get involved with other occasional Dial West Cheshire events throughout the year that are put on as a team by staff and volunteers, sometimes outside of normal opening hours, including evenings and weekends.
- Act flexibly, according to the needs of individuals and of the organisation.
- Undertake relevant training associated with the role.
- Act as a key holder.
- Promote and uphold the values and ethos of the Charity and foster and encourage the involvement and support of the local community.
- Carry out other related tasks, commensurate with the level of the post, as may be requested by the Chief Officer or Board.

We will offer you:

- Generous annual leave plus bank holidays
- Pension scheme
- Mileage allowance for business travel
- Training and development opportunities

Person Specification

Essential Criteria	How Assessed	Desirable Criteria	How Assessed
Qualifications/ Training			
Food Hygiene Certificate, minimum Level 2. Willingness to obtain Level 3.	A, C		A, C
		Relevant qualifications in catering and hospitality.	A, C
Skills and Experience			
Minimum of 2 years' experience working in a café or catering environment.	A, I		A, I
Experience of supervising staff.	A, I	Experience of supervising and supporting volunteers.	A, I
Excellent team leadership skills, including the ability to work on own initiative and react to situations by implementing solutions with minimal supervision.	A, I		A, I
Excellent communication skills both oral and written.	A, I		A, I
Experience of delivering training or supporting others to learn.	A, I	Experience of working with and mentoring disabled people in a paid or voluntary capacity.	A, I
Ability to plan, prioritise and deliver to tight timescales, sometimes under pressure.	A, I	Experience of menu planning and co-ordination of team rotas.	A, I
Experience of handling money, using till systems and working to agreed budgets.	A, I		A, I
Competent in the use of IT, including the use of emails, internet, social media platforms, and Microsoft programmes such as Outlook, Excel, and Word.	A, I		A, I
Strong problem-solving skills, with a flexible and creative approach to reaching practical solutions.	A, I	Experience and understanding of effective ways to manage difficult situations, in line with policies and procedures.	A, I
Ability to build effective relationships with staff, volunteers, customers and partner organisations.	A, I		A, I
Experience of managing health and safety in a working kitchen/ café or restaurant, including COSHH and regulations enforced by the Food Standards Agency.	A, I		A, I

Knowledge and Understanding			
Knowledge and understanding of volunteers and their role.	A, I		A, I
Understanding of the challenges and barriers disabled adults can face.	A, I		
Knowledge and understanding of effective leadership and management in a catering and hospitality environment.			
Understanding of the value of customer/ volunteer feedback and measuring experience.			A, I
Good understanding of professional boundaries, confidentiality, data protection (GDPR), safeguarding, and equality and diversity.	A, I		
Personal Attributes and Qualities			
Highly motivated and enthusiastic.	A, I		
Active promoter of equality and diversity.	A, I		
Well organised and able to manage in a busy service environment.	A, I		
Committed to professionalism and maintaining a good reputation.	A, I		
Aligned to Dial West Cheshire's values and committed to the social model of disability.	A, I		
Willingness to work flexibly to meet the needs of the organisation.	A, I		
KEY to symbols used in 'How Assessed' column: A = application form. I = interview. C = Certificates.			