**Job Description**

**Job Title:** Kiosk Manager with training/coaching/mentoring

**Responsible to:** CEO

**Reports to:** Managing Director / General Manager

**Hours:** Annual Hours dependant on season

**Salary:** £21,322 - £33,265 FTE dependant on experience and agreed hours

**Annual Leave:** 25 days + bank holidays pro-rata

ACE are looking to recruit a Kiosk Manager for Mermadelica, our community-focused kiosk based at St Georges Park Great Yarmouth. The kiosk will focus on serving coffee and other drinks, delicious food, and creating a welcoming atmosphere, alongside working with the current ACE team to embed our aim, vision and ethos. The right candidate will also support meaningful community training initiatives that support skills development, inclusion, and employability for local participants.

We’re looking for an enthusiastic, motivated, and experienced Kiosk Manager to lead the day-to- day operations of our recently acquired kiosk, alongside our current training offerings.

ACE is committed to health and safety and safeguarding students, promoting the welfare of all and expects all staff to share this commitment.

**ACE’s vision, aims and ethos**

**OUR VISION**

To do the very best we can for each and every one of our students so that individually we make a difference, but collectively we change society for the better

**OUR AIM**

To provide opportunities for learning; supporting people to gain skills, qualifications and develop confidence to enable them to take up their place in society

**ETHOS**

To provide an individualised approach to understand and meet the needs of each student; working in partnership with the student, their families and carers, their school and other relevant agencies to provide the best possible help and support to re-engage people who are in danger of being marginalised in society

**Key Purpose:**

* To lead the day-to-day operations of the kiosk, ensuring a high standard of customer service, quality, and efficiency
* To embed meaningful community training initiatives that support skills development, inclusion, and employability for local participants. This role balances commercial success with social impact, creating a welcoming, well-run kiosk that serves both customers and the wider community.

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**Core Responsibilities:**

* To facilitate the operation management of the kiosk, including serving customers, handling money, and cleaning.
* To ensure health and safety and food hygiene rules are adhered to and we are compliant to laws and legislation and records are kept up to date.
* To lead a small team of staff and volunteers, creating a culture in line with ACE’s ethos.
* To schedule shifts and manage time-off requests to ensure the opening hours of the kiosk are staffed.
* To provide an excellent customer experience and address any concerns or complaints in line with ACE’s policy and procedures.
* Manage inventory cost effectively including records, levels of coffee, food, and other supplies and place orders with approved suppliers.
* To work with senior management to analyse sale data and trends to make informed decisions.
* To work with senior management to ensure it is financially viable and remains within a specified budget.
* Collaborate with colleagues to promote the kiosk through social media, events, and seasonal promotions.
* To undertake such other tasks as may be required by the Managing Director.
* To work in collaboration with other ACE teams to successful utilise the kiosk for work experience, work trials, qualifications and real life assessments.
* To work as part of ACE’s team to manage learner’s behaviour on site, in accordance with ACE’s ethos, code of conduct, behaviours and rewards policy and the overriding corporate strategy.
* Maintaining equipment, and resources for the purpose of keeping the kiosk operational
* Maintain standards required under the Health & Safety at Work Act and other relevant health and safety regulations
* To support other staff where needed across ACE’s core activities
* Contribute with the development of the vocational curriculum, and subsequent design of delivery areas and methods.
* Contribute to and participate in the whole organisations (ACE’s) performance, leading by example and working as part of a team.

**Other Responsibilities**

* To ensure the health, safety and well-being of customers, staff, learners and visitors to the centre in accordance with ACE’s operating policies
* To ensure that all staff and learners are aware of and comply with ACE’s safeguarding requirements and comply with ACE’s safeguarding policies and practices.
* To contribute to and undertake risk assessments of both activities and people (Customers, students, staff and visitors)
* To liaise and support ACE with community and employer engagement projects
* To undertake Continual Professional Development (CPD) some of which you may be required to undertake in your own time, ensuring that all vocational and teaching and learning knowledge is current and up to date.
* Ensure that professional memberships are current and vocational specialist professional body memberships are maintained.

**Other Duties**

The post holder may be required to perform duties other than those outlined in the job description. The particular duties and responsibilities attached to this post may vary from time to time without changing the general character of the duties or level of responsibility entailed.

**Person Specification**

**Qualifications**

|  |  |
| --- | --- |
| Essential | Desirable |
| Vocational sector specific Qualification – Level 2 and above or proven industry specific experience. | Vocational sector specific Qualification – Level 3 |
| Food Hygiene |  |
|  | Instructing / Coaching Qualification  Teaching qualification – PGCE, DTLLS, Cert Ed, PTLLS  QTLS |
| GCSE English and Maths (grade A -C) | ICT qualification at level 2 or above |
|  | Assessors Award |
|  | Youth work / Working with Young people qualification level 2 or above |
|  | Information advice and guidance qualification, level 3 or above |

**Experience**

|  |  |
| --- | --- |
| Essential | Desirable |
| Experience of working in the hospitality industry | Experience of running a food and drink outlet. |
| Knowledge of health and safety regulations and best practices in food service. |  |
| Strong leadership and communication skills with the ability to manage and inspire a team. |  |
| Excellent customer service skills and a passion for creating a welcoming environment. |  |
|  | Experience of working with people who are vulnerable with possible multiple needs and or behaviour issues, across an age range to include children, young people and adults |

**Skills and Knowledge**

|  |  |
| --- | --- |
| Essential | Desirable |
| Proven track record in working with people in a positive way |  |
| Excellent communication and negotiation skills. |  |
| Ability to plan ahead |  |
| Ability to prepare and present information effectively |  |
| Understanding the importance of equality and diversity and safeguarding procedures |  |
| IT skills |  |

**Other Qualities**

|  |  |
| --- | --- |
| Essential | Desirable |
| Reliable, adaptable, resilient and flexible | Willing to take an active role in implementing ACE’s ethos in accordance with the Corporate Strategy |
| A pro-active approach which demonstrates drive and enthusiasm | Enthusiasm for support ACE’s development |
| Ability to manage a varied workload |  |
| Team player |  |
| Commitment to own professional development and participation in staff development activities |  |
| Open, honest and trustworthy |  |
| Empathetic, with the ability to motivate staff and learners | Ability deal with conflict to promote positive outcomes |

**Police and Reference Enquiries**

All appointments are made subject to satisfactory police and reference checks prior to appointment and you will be required to complete an Enhanced Disclosure and Barring Service application form and evidence of identity must be provided.

**Equal Opportunities**

ACE is committed to ensuring that staff are appointed on the basis of merit, regardless of ethnic origin, sex or disability, sexual orientation, race, colour, nationality (within current legislation) Marital status, caring or parental responsibilities, ages or personal beliefs on matters such as religion and politics.