

Job Description
Billings Forge Community Works (BFCW)

JOB TITLE: Culinary Business Manager

REPORTS TO: Executive Director

OVERVIEW:

BFCW is a nonprofit organization located in the Frog Hollow neighborhood of Hartford, CT. For ten years, the organization has served individuals with high barriers to work by providing highly effective job training programs and access to onsite employment in our cafes and catering businesses. We also address food insecurity through our farmers market and our partnerships with other food access organizations. Our job training programs are expanding, and we are seeking an individual to support these initiatives through outreach and business oversight of our social enterprises.

This position will serve as the operations head under the leadership of the Executive Director, setting yearly financial goals for our culinary businesses (cafes and catering) and working with the ED to create and manage an organizational structure and job functions for the businesses which allows us to deliver on our financial expectations. The Manager will also work with the ED and other senior staff to drive revenue and new customers to our businesses, particularly through highlighting our mission and our organization as a social enterprise.

The Culinary Business Manager will be responsible for overseeing the operation of multiple sites and a strong group of industry professionals through recruiting, coaching and mentoring development. Our culinary businesses employ approximately 20 individuals and collectively provide job training and readiness programs for an additional 60 youth and adults each year. The Manager will embrace the mission of culinary job training imbedded in BFCW cafes and will understand the need to both run sustainable businesses and deliver on that mission.

The Culinary Business Manager will also use our social mission to drive support and engagement. We will be undergoing a branding effort for the businesses in early 2019. The Manager will utilize social media, special events, and outreach to build our customer and donor base through a yearly strategy. This will include, but not be limited to, special events which are both fundraising and friend making opportunities, and which utilize our cafes and Firebox restaurant. The manager will work with a team of culinary and development staff across Billings Forge and Firebox to tell our story more effectively.

This position requires an individual who is entrepreneurial, highly organized, creative, and able to identify and promote opportunities for collaboration for the growth of our businesses and the betterment of our employees and job training participants.

RESPONSIBILITIES:
Business Management

- Work with staff to establish annual financial targets/goals and ensure that progress is tracked, measured and reported on a regular basis
- Work to identify new sales and customer opportunities, creating systems to ensure that we are taking advantage of these prospects
- Work with Executive Director to develop annual budgets and provide ongoing management and oversight for budgets

Workforce Development

- Work with Kitchen professional staff to develop internal policies and practices designed to support our job training programs
- Work with program staff to support goals by creating a work environment which puts training at center of the operation
- Function as the liaison between the professional staff and the training staff to create an environment which supports our mission while ensuring the financial viability of the commercial business sites

Promotions and Communications

- Create a yearly strategic calendar of promotions, events, and marketing opportunities in partnership with our development team which drive both daily revenue and long-term support
- Deliver on that strategy through outreach, social media, and the creation of strategic partnerships. Oversee staff delivery and communication of these strategies
- Monitor the success of outreach efforts, modifying and tweaking as required

Administrative Responsibilities:

- Attend weekly senior staff meetings and participate in agency planning sessions
- Work in a team-based approach with BFCW program staff to align programs and promote integration among all initiatives and to promote staff's professional learning and growth
- Schedule and chair regular Kitchen and sales staff meetings
- Participate in managerial group planning and executing special events
- Create and manage materials and strategies which encourage communication across initiatives
- Establish a supportive, entrepreneurial, and positive work environment

Qualifications:

3-5 years of current management experience overseeing more than one facility or program

Experience in growing initiatives through strategic outreach, including a healthy knowledge of, and experience in, the use of social media

Has a sense of urgency, thrives in a fast-paced environment and has guest focus mentality

Ability to drive sales and guest service initiatives by motivating team members

Understands profit and loss reports

Ability to hire, train and develop solid management teams

Passion for building one-on-one relationships, promoting personal and professional growth, and a commitment to social justice

A commitment to culinary training for communities with little access to professional job pathways

Competitive salary and fringe benefit package

To apply:

Send cover letter and resume to Cary Wheaton at:

cary@billingsforgeworks.org

or

Cary Wheaton, Executive Director

Billings Forge Community Works

227 Lawrence Street

Hartford, CT 06106

Billings Forge Community Works is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.