

Yew Tree Café Manager Role and Person Specification

Yew Tree Café: Vision statement

"Our vision is to be a church and community space that cultivates friendship, and delivers a high quality service to all visitors with an atmosphere of pastoral care"

Key Focus of Role

- a. Responsible for the day-to-day activities of the Café, food safety and hygiene, safety and management both within the building, and the outside seating area.
- b. To deliver the overall vision of the café, ensuring that the Café is a welcoming safe space, offering quality with an emphasis on pastoral care and outreach so people can become aware of Christianity and positively associate it with Godalming Minster.
- c. Ensure financial viability of the café as a not for profit organisation, with a focus on at least breaking even.
- d. Managing the Assistant Manager(s) and volunteer staff.

Management Relationships

- a. Supervised by the Operations and Communications Manager
- b. Supervises Assistant Managers and Café volunteers
- c. Be a member of the Minster Staff and Core Delivery team, attending staff meetings
- d. Supported by the Café leadership team (CLT), meeting 4 times per year to discuss finances, staffing and volunteers, maintenance, marketing and mission.

Specific Areas of Responsibility

1. Food/drink service

- a. Responsible for leading shifts with the Assistant Managers, ensuring that all guests receive the highest level of customer care and that agreed standards are maintained throughout the Café.
- b. In collaboration with the Assistant Managers, provide excellent quality coffee, cold drinks, snacks and light lunches. Review the offering on an ongoing basis based on both quality and operational ease, taking into account customers' preferences and feedback.
- c. Take inventory of supplies and ordering new stock as needed, with the Assistant Managers. Committed to sourcing ethical and sustainable products, involving Fair trade, B Corp and Social Enterprise wherever possible.
- d. Liaise with food suppliers and service contractors for the maintenance of the café's equipment.
- e. Ensure compliance with all food safety and hygiene requirements

2. Finance

- a. Processing payments using the point of sale system and using acquired data to manage prices, stock and Café operations as necessary
- b. Ensure Café expenses are within budget, and provide financial reports as required
- c. Ensure that accounts are suitable for annual church audit in liaison with the treasurer
- d. Ensuring invoices are paid in a timely fashion.

3. Staffing and use of space

- a. Create a culture of volunteering, welcome and involvement.
- b. Recruit volunteers with support from the CLT. Work together to deliver a place of welcome for guests and an atmosphere of pastoral support, enabling evangelism in a context appropriate way.
- c. Train and supervise Assistant Managers and volunteers, and prepare work schedules.
- d. In conjunction with CLT
 - manage the relationship that other Minster groups have with the space, and provide direction, leadership and training as required
 - encourage use of the café by church staff and team leaders
 - encourage soft advertising of Minster activities, as advised by the church office
 - ensure that the Café is available for church use as required
 - seek connections with local groups, schools and organisations.
 - seek to promote the Café online and within the local community and uphold the brand and identity
- e. Implement and manage all H&S, food safety and hygiene procedures. Liaise with the Food Standards Agency and Local Authority agents, including the FSA hygiene certification.
- f. Oversee cleaning duties in line with relevant government guidelines.
- g. Oversee maintenance of the building and interiors, in conjunction with the PCC Fabric group and the CLT.
- h. Ensure the security of the building.

Person specification

To be successful in this role you will need to:

- a. Have experience working in hospitality, with managerial experience, able to manage the day to day running of a busy café.
- b. Be an experienced barista, ideally with Specialty coffee experience, and have the ability to train others.
- c. Be confident with 'Safer Food, Better Business' standards.
- d. Be confident and adaptable with using IT systems such as Microsoft Office, Deputy (rotas), ChurchSuite, Epos Now (Till System), Xero (accounting software) etc.

- e. Be an enthusiastic and customer-focused team player and leader. Demonstrate skills and experience in leading a team, and be able to delegate effectively.
- f. Have strong verbal and written communication and accounting skills
- g. Understand the nature of volunteering and be able to build and nurture volunteer teams
- h. Be a practising Christian in accordance with the Equality Act 2010. Candidates must also be in sympathy with the aims and objectives of the Church of England.
- i. Be an advocate for Christian faith in your outlook and attitudes towards people, with a passion for evangelism and pastoral care.
- j. Hold level 3 Food Hygiene certificate, or undertake the training.
- k. Undertake appropriate Safeguarding training.

Hours

37.5 hours a week, which will include at least one Saturday per month.

Terms

This role will be subject to 6 weeks' notice, following a successful 6-month probation period.

Interview process:

Applicants will be interviewed by a panel, including the Associate Rector, member of the PCC's HR subgroup and a representative from the Café Leadership Team.