

Job Title: Assistant Cafe Manager

About the Yew Tree Café

Our vision is for Yew Tree Cafe to be a welcoming church and community space that cultivates friendship, offers high-quality hospitality and pastoral care, and lives out Godalming Minster's calling to Love God, Love Godalming.

Within this, our **Deeper, Bolder, Brighter** vision encourages us to be bolder in sharing the love of Jesus: creating natural opportunities for people to encounter Christian faith and, we hope, find faith in him. We also want to shine brighter as a church, helping people to have a positive experience of Godalming Minster and to build relationships with us through the cafe.

Key Focus of Role

- Working with the Cafe Manager and volunteers, make the cafe a welcoming and safe space offering high-quality hospitality, with an emphasis on pastoral care, Christian witness and outreach.
- Support the Christian vision of the cafe and actively work towards its place within Godalming Minster's mission, including our Deeper, Bolder, Brighter vision.
- Make good-quality drinks and food as requested by customers.

Management Relationships

- Supervised by the Cafe Manager.
- Deputise for the Cafe Manager when required, taking day-to-day responsibility for the cafe and its team during the Manager's absence.

Specific Areas of Responsibility

1. Food/drink service

- a. Lead shifts and ensure that all guests receive a high level of customer care and that agreed standards are maintained throughout the cafe.
- b. Provide good-quality coffee, cold drinks, snacks and light lunches.

2. Finance

- a. Process payments using the point-of-sale system.
- b. Be responsible for end of day procedures, locking up and opening as the rota dictates.

3. Volunteers and team

- a. Help create a strong culture of volunteering, welcome and involvement.
- b. Support the recruitment, welcome and induction of volunteers, and help to train, supervise, encourage and retain volunteer team members.
- c. Work with the Cafe Manager and volunteers to provide a place of welcome for guests and an atmosphere of pastoral support as appropriate.

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4. Church mission and use of the cafe

- a. Support the cafe's Christian mission and help create appropriate opportunities for Christian welcome, conversation, invitation and pastoral care.
- b. Encourage and support appropriate promotion of Godalming Minster activities, as agreed with the Cafe Manager.
- c. Work positively with the Cafe Manager and wider Minster team as the cafe develops, including plans for more church events in the cafe and increasing multi-use of the space over time.
- d. Help ensure that the cafe is available and prepared for agreed church and community use.

5. Safety, hygiene and cleaning

- a. Follow all health and safety, food safety and hygiene procedures.
- b. Carry out and oversee cleaning duties in line with relevant requirements and agreed cafe procedures.

Hours

16 hours per week, typically 7.5 hours on Wednesday and Thursday. In addition, the Assistant Manager will be required to work some Saturdays, in lieu of a Wednesday or Thursday. Some flexibility to cover for team absences will also be required.

Remuneration

£13.04 per hour

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 Café Manager and an Associate Minister.

Person specification

To be successful in this role you will need to:

- a. Be able to lead the running of a busy cafe, ideally with previous cafe or hospitality experience.
- b. Be an enthusiastic and customer-focused team player.
- c. Understand the nature of volunteering and be able to nurture, encourage and develop volunteer teams.
- d. Be able to work closely as part of a team, with good verbal and communication skills.
- e. Demonstrate pastoral skills both within the team and towards guests.
- f. Be in sympathy with the aims and objectives of the Church of England.
- g. Support Godalming Minster's mission and the cafe's role in sharing the love of Jesus, helping people encounter faith and building positive relationships between the church and wider community.
- i. Undertake appropriate Food Hygiene certification and Safeguarding training.