



# CHESTER ROAD

## Baptist Church



<b>Job Title:</b>	<b>Well-Being Café Apprentice</b>
<b>Location:</b>	Chester Road Baptist Church, Chester Road, Sutton Coldfield, West Midlands, B73 5HU
<b>Accountable to:</b>	Cafe Manager
<b>Direct reports:</b>	None
<b>Working Hours:</b>	1.0 Full-Time Equivalent (FTE): 37.5 hours per week/ 1,950 hours per year, Tue-Sat. The Apprentice will be expected to work flexibly within the opening hours of the Cafe, including Saturdays and some bank holidays. 20% of your paid hours will be to attend University College Birmingham (UCB) Department of Hospitality & Tourism for a Level 2 Commis Chef or Level 3 Chef de Partie in Catering and Hospitality.
<b>Contract:</b>	12 months, fixed term.
<b>Salary:</b>	National Apprenticeship Minimum Wage, £4.30 per hour

**OUR VISION:** To see God's Kingdom come and His will done in Sutton Coldfield, north Birmingham, and beyond, as it is in Heaven.

**OUR MISSION:** Growing Community! Working with others to enable everyone within 5 miles and beyond of Chester Road Baptist Church to become disciples of Christ.

There are two equally important and inter-linked parts to this:

1. To enable 'non-believers' to become 'believers' in Christ (mission).
2. To enable 'believers' to become disciples of Christ (ministry).



### **Job Summary:**

It's all about growing community! You will work positively in our Crossroads Café, learning on the job to prepare and serve high quality and great value food and beverages, ensuring, as well as becoming cost-neutral, it remains faithful to its community, mental health, and Christian ethos as a social, safe and supportive space that enhances people's sense of well-being

### **Key Duties:**

#### **1. Catering and hospitality**

- Under supervision from the Café Manager, and with training from University College Birmingham, learn to cook/ prepare/ present/ serve consistently good food/ beverages that meet customer requirements.

- Set a positive example in carrying out general tasks that ensure the smooth operation of the Cafe e.g. table service, table clearing, dishwashing, replenishing consumables.
- Ensure all customers receive a consistently positive experience, resolving any issues of food/beverage quality or customer service before they become complaints.
- Under supervision from the Café Manager, learn to create, review and improve menus/ pricing to deliver financial sustainability through popular and healthy choices, combined with value for money.
- Under supervision from the Café Manager, learn to manage suppliers, order supplies and receive/ verify correct items and quantities are delivered and stored safely and securely.

## **2. Well-being**

- Ensure all customers and service users are treated with respect.
- Ensure a range of engaging and sociable activities are offered.
- With the support of the Mission and Ministry team and church volunteers, ensure the Well-Being Café is a safe, shared and supportive space where it's OK not to be OK.

## **3. People Management**

- Under supervision from the Café Manager, learn to induct, train and direct Café volunteers.
- Under supervision from the Café Manager, learn to manage staff/ volunteer rotas, hours, holidays, absence, and timesheets.
- Under supervision from the Café Manager, learn to ensure all volunteers provide a warm and welcoming environment, with excellent customer service.
- Maintain good communication with the café team and broader church

## **4. Finance**

- Under supervision from the Café Manager, learn to undertake cash-handling, closing, cashing up and banking procedures in accordance with church procedures.
- Record all food and beverage sales accurately on the till to ensure the effective reporting of performance.
- Assist with effective stock control, waste management, and regular stock takes.

## **5. Health & Safety**

Adhere to Health and Safety regulations set out by the church in accordance with its statutory regulations, in particular:

- Ensure food hygiene and safety policy and procedures are consistently maintained (5-star rating), using HACCP principles.
- Take reasonable care for health and safety of yourself and those around you who may be affected by your acts or omissions at work.
- Respond to, record and report all accidents.
- Ensure safe use of machinery and equipment to minimise any risk of injury.

## **6. Safeguarding**

- Familiarise yourself with, and uphold, the church's *Safeguarding Children, Young people and Adults at Risk Policy and Procedures*. We all have a vital part to play in safeguarding.

## **7. Marketing**

- *Work with the Café Manager and Church Manager* to update the website, social media and internal/ external displays/ signage to further grow the Café enterprise.
- *Work with the Café Manager* to develop strategies/ campaigns to retain and attract customers.
- *Work with the Café Manager* to respond to social media and customer reviews/ ratings.

### **General duties:**

*To undertake any other duties that may reasonably be required of this post holder, as directed by the Café Manager, Church Manager or Minister.*

- Attend and participate in staff team meetings, which include prayer, and occasional full staff meetings.
- Participate in/ receive line management.
- Participate in training and personal/ professional development
- Any other duties/ tasks that may be reasonably asked by the Café Manager, Church Manager or Minister.

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### Person Specification

**Job title:** Café Manager

We know people don't come in boxes but we thought it would help you to know what kind of person we think would thrive in this role at Chester Road Baptist Church. As you read, it might be that only some of the characteristics fit you. However, we would still love to hear from you if this role excites and inspires you

	Essential	Desirable
<b>Qualifications, training and professional development</b>	Willingness to work towards NVQ Level 2 or above in Hospitality & Catering (or equivalent)	Food Safety & Hygiene certificate, Level 2 or above
	A minimum of 4 GCSEs at grade 3/D or above. NB If you do not have a grade 4/C or above in maths and English, you will need to undertake an assessment with UCB to ensure you receive the best support.	
<b>Personal qualities</b>	Motivated, able to follow instructions, and show some initiative.	
	Able to handle a demanding and varied workload.	
	Flexible, 'can-do' attitude.	
	Resilient	
	Reliable, punctual, and trustworthy.	
		Passionate about mental health and well-being
	Empathetic, compassionate and out-going	
<b>Skills</b>	Good inter-personal skills with the ability to establish rapport with a diverse range of people.	
	Good verbal and basic written communication skills.	
	Reasonable numeracy skills.	
<b>Experience</b>		Experience of working in a hospitality or catering setting.
		Experience of volunteering.
		Experience of using POS systems/ contactless payments, and cashiering.
		Experience of using social media.

<b>Other</b>	Willingness to undergo DBS enhanced disclosure check.	
	Willingness to undertake the role of First Aider	
	Willingness to adopt a flexible working pattern, including Saturdays and some Bank Holidays.	
<b>Christian spirituality</b>	<p>This post is open to people of all faiths and none. There is <u>not</u> an Occupational Requirement for the post-holder to be either an active Christian or to worship at Chester Road Baptist Church</p> <p>However, <u>all</u> staff are required to respect our Christian ethos and not bring Chester Road Baptist Church into disrepute through their actions in or outside of work.</p>	

This post is exempt from the Rehabilitation of Offenders Acts 1974 and is subject to a DBS check prior to an offer of employment being made.

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