



CHESTER ROAD

Baptist Church



Job Title:	Café Manager
Location:	Chester Road Baptist Church, Chester Road, Sutton Coldfield, West Midlands, B73 5HU
Accountable to:	Church Manager
Direct reports:	Café Apprentice(s) Café volunteers
Working Hours:	1.0 FTE (37.5 hours per week/ 1,950 hours per year, Tue-Sat. The Job Holder will be expected to work flexibly within the opening hours of the Cafe, including weekends and bank holidays.
Salary:	Band 4: £20,781 - £23,163 FTE + contributory defined contribution pension

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).



In order that you are able to fulfil the requirements of this post, it is essential that you subscribe fully to our vision, mission, values, and beliefs.

Job Summary:

It's all about growing community! You will lead by example the day-to-day operation of our Crossroads Café, preparing and serving 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

- Create, review and improve menus/ pricing to deliver financial sustainability through popular and healthy choices, combined with value for money.
- Cook/ prepare/ present/ serve consistently good food/ beverages that meet customer requirements.

- Lead by 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.
- 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

- Induct, train and direct Café volunteers, Apprentice(s) and any additional staff.
- Manage staff/ volunteer rotas, hours, holidays, absence, and timesheets.
- Ensure all staff and volunteers provide a warm and welcoming environment, with excellent customer service.
- Maintain good communication with the café team and broader church

4. Finance

- 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.
- Maintain effective stock control and waste management, with regular stock takes.
- Provide timely information to assist in the planning, management and control of budgets.
- Keep control of costs and meet performance targets.

5. Health & Safety

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

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

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 Church Manager* to update the website, social media and internal/ external displays/ signage to further grow the Café enterprise.
- Develop strategies/ campaigns to retain and attract customers.
- 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 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 Church Manager or Minister.



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Person Specification

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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
Qualifications, training and professional development	Food Safety & Hygiene certificate, Level 2	Food Safety & Hygiene certificate, Level 3
	NVQ Level 2 or above in Hospitality & Catering (or willingness to work towards it)	NVQ Level 3 or above in Hospitality & Catering
		Emergency First Aid at Work
Personal qualities	Well motivated, able to take initiative, to plan and carry out.	
	Able to handle, with competence, 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	
Skills	Well-developed inter-personal skills with the ability to establish rapport with a diverse range of people.	
	Good verbal and basic written communication skills.	
	Good numeracy skills, with sound business/commercial awareness.	
	An enabler of others	
Experience	Experience of working in a hospitality or catering setting.	Experience of managing in a hospitality or catering setting.
	Experience of managing staff.	Experience of managing volunteers.
	Experience of leading and motivating a team	

		Experience of working with or supporting those with mental health struggles.
	Experience of using POS systems/ contactless payments, and cashiering.	
	Experience of cash-handling.	Proven experience of managing and monitoring budgets
		Experience of using social media for business/ work purposes.
Other	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.	
Christian spirituality	A disciple of Christ with a commitment to, and evidence of, personal spiritual growth and ministry, and in agreement with our Christian values and beliefs. (However, it is <u>not</u> a requirement for the postholder to worship at Chester Road Baptist Church)	
	Proven track-record of active and consistent involvement in your local church	

There is an Occupational Requirement in accordance with the Equality Acts 2010 for the post-holder to have a vibrant and active Christian faith. 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.