

Role Description: Café & Bookshop Manager

Team: Resources Team

Responsible to: Ministry Centre Manager

Salary: £21,000+ dependent on experience

Hours: 35hrs/week

Overview

The Courtyard Café & Bookshop serves the local community as well as Union's students and staff. We are looking for someone with a dynamic and entrepreneurial outlook, gifted at hospitality and passionate about coffee to oversee the day-to-day operations of the café, from preparing drinks and light lunches to managing the administrative elements of running a café such as stock control and ordering, and ensuring compliance with regulations for establishments that serve food. The successful candidate will also share Union's vision to create a warm and welcoming environment for guests, whether individual customers or larger groups making use of the Ministry Centre's wider facilities.

While the café also serves as the Point of Sale for the bookshop, management of stocks of books is not the responsibility of the café manager.

Role summary: The Café & Bookshop Manager enables the smooth running of the Courtyard Café & Bookshop at Union's Ministry Centre. They are responsible for providing positive customer experiences that result in repeat visits, they supervise café staff, and they ensure that the whole team adheres to all relevant policies and standards expected at a catering venue. Catering experience is essential.

Duties:

Leadership

- Take ownership of the results and success of the café, using your initiative to bring in new custom, enhance customer experience, and grow the business in creative ways.
- Work with whole Union team at the Ministry Centre to create a place where Union's values are reflected in customer service, interactions, and atmosphere.
- Lead the café team in delivering a high quality experience to all customers.
- Communicate regularly and effectively with team members, passing on key information.
- Manage staffing and volunteer rotas, including holiday and sickness cover. Be the responsible person if cover cannot be arranged.
- Arrange induction and training for volunteers and new team members, ensuring that ongoing training needs are met.
- Encourage the team to achieve their full potential; delegate duties to volunteers according to their giftings and capacities.
- Liaise with members of Union's wider team about group bookings or special events where the café may be busier than usual.
- Ensure that the Courtyard Café & Bookshop is opened and closed at the relevant hours, and that all closing-down duties have been performed before end-of-day.

Customer service and catering

- Operate the speciality coffee machine to prepare high-quality drinks for customers.
- Prepare food.
- Serve coffee, lunches and cakes, and sell books at the till.
- Manage customer requests and complaints professionally and kindly.
- Ensure the café space is clean and tidy at all times.

Health, Safety, and Security

- Ensure adherence to all aspects of Health & Safety and Food Hygiene best practice across the team and in all areas of the café.
- Secure the point-of-sale and the café at the end of each day.

Stock-check, ordering, and sales performance

- Manage the café stock and place orders for food and other consumables, in conjunction with the catering operative.
- Track product sales and discard rates, making decisions to enable the café to run in a profitable manner, in conjunction with the Finance Officer and Ministry Centre Manager.

Qualities, experience & skills

- Self-motivated person with good interpersonal skills and comfortable with teamwork.
- Well organised and can work to targets, balancing vision with detail.
- Good communication skills and sympathy with Union's values.
- Effective in task management and delegation.
- Previous barista experience.
- Previous experience in a hospitality/catering setting.
- Experience of managing a budget and completing stocktake and ordering.
- Food Hygiene Certificate.
- Willingness to participate in advertising the café and increasing customer footfall.

Occupational Requirement

Since this post involves supporting the ministry of Union, there is a genuine occupational requirement that the post-holder be a practising Christian in sympathy with the aims and ethos of Union. A DBS check will also be required.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.

Closing Date: 23rd February 2024