

# JOB DESCRIPTION

# Café No.7 Support Role

JOB TITLE: Café No 7 Support Role

# RESPONSIBLE TO: Executive Pastor / Assistant Pastor

Café No 7 is an integral part of SSW church and provides us with a family home where evangelism and social action happen in a genuine way, and where the café team & church family have the opportunity to show compassion and love to those not yet part of us.

Our vision is not to run a café, but to create a space where all are welcome and where we can build community and relationships with those who live and work in the local area.

**JOB DESCRIPTION:**

Responsible for ensuring the SSW vision and values are reflected through all aspects of the café and hospitality events.

This includes customer satisfaction, food quality, financial performance, hospitality and welcome, the environment and leading and demonstrating our values to the team, both paid and volunteers.

**MAIN DUTIES:**

* Assist in staff leadership, development, training, rotas and deployment.
* Develop strategic and operational plans for the cafe team. Set goals and objectives for the team, developing organisational capability, and modelling how we work together.
* Assist pastors with church social events as required (such as bar nights, Brunch Sundays etc).
* Display a “welcome home” attitude by ensuring a warm welcome and excellent service to all customers, whilst training and supporting the team to ensure they convey the same approach.
* Assist in managing cafe staffing levels to ensure productivity balanced with café operational requirements.
* Plan, identify, communicate and delegate appropriate responsibilities and practices to team to ensure smooth flow of operations and allow consistent delivery of the café experience.
* Assist in staff management with integrity, honesty, kindness and knowledge that promotes the culture & values of SSW. Demonstrate a calm exterior presence during periods of high volume or unusual events and maintain operational excellence.
* Responsible for food stock levels, food ordering, and developing new systems.
* Constantly review the café environment to ensure it continues to meet the SSW vision & values & identify any problems, concerns, and opportunities for improvement. To provide direction to the team to achieve these goals. Regularly meet with pastors responsible for cafe to review and plan.
* Work with the pastors on any initiatives running out of café, and to provide support.
* Assist in the recruitment of team, both volunteers and paid staff with the approval of the Senior Pastor.
* Help to develop the cafe offers, and consider seasonal menu changes.

**BUSINESS REQUIREMENTS:**

* Work with Finance Manager to regularly analyse sales figures to identify any issues & make improvements or changes, as necessary.
* Work with SSW pastors to ensure adherence to vision for Café No 7.
* Work with Operations Manager to ensure adherence to volunteer requirements, and employment laws for all team.
* Monitor all cash handling and responsible for cashing up at the end of the session, and safety of cash tin.
* Ensure all HACCP/Food Standards Agency paperwork is kept up to date and regularly reviewed with line manager.
* Develop positive relationships with all team by understanding and addressing individual motivation, needs and concerns.

**PREVIOUS EXPERIENCE:**

* Experience in a café environment in a supervisor role.
* The ability to manage volunteers and paid staff team. To demonstrate leadership qualities and sound management.
* Food Safety First Level (Basic Food Hygiene Certificate).
* Experience working with the general public in a customer service environment.
* The ability to work independently on own initiative, and co-operatively within a team environment.
* The ability to work under pressure.
* Awareness of the Health and Safety at Work Act, COSHH regulations, Manual Handling good practice

### PERSON SPECIFICATION:

* Must be a committed Christian and subscribe to the Basis of Faith of the church as set out by the Evangelical Alliance <http://www.eauk.org/connect/about-us/basis-of-faith.cfm>
* Must live & breath the vision, values and culture of Soul Survivor Watford – Commitment to Mission and Evangelism
* Be of sound personality and character
* Ability to maintain healthy relationships
* Leadership ability and a collaborative approach to work in line with our family values
* To have excellent communications and leadership skills both verbal and written
* To be able to hold confidentiality as one of your highest priorities
* To be able to work on own initiative
* To be professional in manner and approach
* To have a pastoral outlook
* To have an eye for detail
* To be able to work as part of a team
* To have a sense of humour

**TERMS AND CONDITIONS:**

* 5 day week (37.5 hours). Bank Holiday, evening and weekend work will be required.
* 1 hour lunch break [unpaid]
* 33 days paid holiday per annum including Bank Holidays.
* Any training required will be provided.
* This job description is subject to change and does not form part of your contract.

Competitive salary

Contract length - 3 months

Please apply by noon on Friday 28th April. Interviews will take place on Sunday 30th April.