



Christ Church Woking, Jubilee Square, Woking, Surrey GU21 6YG

Café Manager Job Description

We wish to appoint a Café Manager to manage and run our church café, which recently reopened, following extensive refurbishment. The Café (Woking's first independent coffee shop) has a vision to be a place of community and connection, serving high quality freshly made food. We aim to be a place of welcome and hospitality for the town, rooted in Christian values, creating connection with the Christ Church community.

Reports to: *Operations Director*

Purpose:

- To oversee the next stage of The Café's renewal (having recently reopened in Dec 25), as the go-to independent café in Woking, attracting local people and businesses.
- Work with the Operations Director and church leadership to develop the vision for a high-quality café business, rooted in Christian values, that enables the town community to connect with the Church community.
- Oversee the implementation of the strategy to deliver the vision for the café business.
- Be responsible for financial management of the café; delivering the agreed budget.
- Develop an atmosphere of hospitality and welcome in the cafe, expressed through excellent customer experience, creating a warm and friendly atmosphere.
- Deliver a high-quality menu in keeping with customer preferences, whilst also having vision for developing a menu of new dishes.
- To plan café staffing, stock and storage, with the Assistant Manager, including ordering, correct storage and stock rotation, ensuring the cafe is appropriately staffed for busyness and budget, and supervising and helping with cleaning of all café areas.
- To develop a strong sense of team spirit among the team of staff and volunteers, training and developing them as appropriate, and managing them in line with the Christian values of grace, patience, encouragement and love.
- Ensure that the café interior and exterior (patio area) environment is maintained at a high standard.
- To ensure that high standards are maintained in health and safety, food hygiene and preparation, and dealing with customer complaints.
- Develop the marketing and publicity for the café, to increase awareness around town, and to promote special events and activities in the cafe.

PERSONAL SPECIFICATION

The main competencies:

- **Strong leadership skills** with the ability to inspire and lead the Café team, and foster and promote the Christian ethos of the café.
- **Experience of working in a hospitality and customer focussed service** organisation would be an advantage, including experience of setting and managing budgets.
- **Operate well as part of the wider church team**, including being supportive of the wider church projects and having a helpful attitude in relating with other teams.
- **Good communication**, being an emotionally healthy leader with good people skills who is fluent in English.
- **Customer care** – the café provides a place of sanctuary and community to many lonely and isolated members of the Woking community, so it is essential the café manager can be pastorally sensitive and able to listen and signpost to the onsite pastoral team.
- **Ability to take initiative and be resourceful** – able to make timely decisions and work under pressure, whilst working towards a longer-term vision.
- **Clean-tidy appearance** with attention to personal hygiene being important whilst working closely with others in a food-safe and kitchen environment.

EXPERIENCE

- A recognised **cooking qualification or proven relevant hospitality experience**.
- Must have at least a **Level 2 Food Hygiene Certificate** when starting, plus working knowledge of Food Hygiene regulations, good practice, and standards (with regular training to be undertaken as and when necessary).
- **Leadership and/or management experience**, preferably in catering and hospitality (or retail), including experience of managing a paid staff team.
- **Customer care** – experience of support and care in a customer facing environment.
- **Marketing** - Experience of marketing and promoting a business would be an advantage.
- **Good IT skills** – with working knowledge of all MS Office packages.

Occupational requirement: The café is regarded as a “front-facing” ministry of Christ Church Woking (not just a business) with the vision to create a Christian atmosphere of welcome and hospitality and a place of connection to the Church Community. The café manager is also expected to play a full part in the devotional life of the staff team, attending retreats and prayer days. The manager is also expected to lead the café team consistent with Christian values. **It is therefore an occupational requirement that the café manager fully celebrates and shares the wider Christian vision, values, and mission of Christ Church.**

Tasks:

WEEKLY OPERATION

- To ensure smooth running of the café including staff coverage: organising the staff rota, working hours, supervising staff and delegating where appropriate.
- To recruit and train new staff as required.
- To manage the café budget, monitoring sales, expenses and the café's net position, adjusting the running of the café to ensure it delivers or better the agreed budget.
- To submit staff working hours monthly for payroll.
- To plan or delegate, menus, ordering and purchase of stocks.

- To ensure the cafe kitchen and storage areas used by the cafe are kept at a high level of cleanliness in line with the current environmental health regulations.
- To maintain records as appropriate to the business.
- To supervise or delegate the daily counting of takings and its safe storage or banking
- To maintain a safe working environment for all staff, volunteers and customers.
- To plan and supervise the preparation of food to be served.
- To ensure deliveries are checked and stored appropriately ensuring good stock rotation practices.
- To delegate where appropriate different areas of work within the café.
- To take responsibility for customer service issues.
- Report to the Operations and Buildings Team any specific issues, ensuring H&S and HR compliance. To report monthly, to the Operations board on performance.

MEETINGS

On a regular basis the Café Manager will be expected to attend and participate in:

- 1:1 line management meetings
- Operations Team and Board meetings
- Staff prayers & diary meetings

MAIN TERMS AND CONDITIONS

- Salary £32 - £35,000 FTE (depending on experience)
- 40 hrs/week usually covering 5 days including Saturdays (Café opening hours currently: Mon to Sat 8:30am-3:30pm).
- 5 weeks (25 days) pro rata annual leave, plus Bank Holidays.

How to apply for this post – for an informal chat about the role or to apply, please get in contact with the Business Operations Manager, at Jobs@christchurchwoking.org

1/ **an up-to-date CV**, listing all relevant roles and experience including the name and contact details of 2 referees, one from your current/recent previous employer and one from a friend/colleague (references will only be contacted on successful appointment).

2/ **a covering letter** (less than one side of A4) outlining what attracts you to the role of Café Manager at Christ Church; the key strengths and passions you'd bring to the role, and how you feel you fit with the job specification and Christian vision of The Café.

You will only be considered for the role if you submit both a covering letter and CV.

The Closing Date for applications is midnight of Sunday 16th August. Shortlisted applicants will be invited to interview on Fri 21st and Mon 24th August (please keep these dates free).