

Job description (12 month fixed-term contract with potential to develop into permanent role depending on achievement of agreed performance measures)

Role:	Coffee Shop Manager
Accountable to:	The Vicar and Parochial Church Council
Line Manager:	Church Operations Manager
Based at:	Holy Trinity Church
Hours:	12 month fixed-term contract; 17 hours a week worked flexibly
Probationary period:	Initial 3-month probationary period

Overview and Job Purpose

Holy Trinity is a busy '7 days a week' church which puts hospitality at the heart of its welcome and community life. The coffee shop operated in the front foyer of the church building gives physical expression to our welcome, befriending and pastoral ministry. The Coffee Shop Manager plays the key role in managing the coffee shop and leading a team of volunteers to ensure the shop fulfills the pastoral vision while achieving agreed financial objectives.

Principal Duties and Responsibilities

Operational management

- Liaise closely with the Church Operations Manager to ensure the smooth operation of the Coffee Shop in coordination with, and complementary to, other church activities and events.
- Recruit, train and manage a team of volunteers to enable the opening of the coffee shop throughout the week – days and hours by agreement (currently Tuesday to Saturday) and depending on availability of team and other church activities.
- Oversee financial control and administration in line with an agreed budget for income and expenditure – overseeing the ordering of supplies, stock control, maintaining accurate accounts and ensuring the safe deposit of takings.
- Proactively market the Coffee Shop within HT and externally (awareness-raising activities, special events, etc) to ensure ongoing financial viability
- Oversee procedures for the safe purchase, sourcing and preparation of food and drink items for sale
- Be knowledgeable of, and ensure full compliance with, all relevant food hygiene and health and safety regulations.

Welcome, Hospitality & Pastoral Care

- Ensure that all customers and other visitors to HT are welcomed warmly and professionally.
- As appropriate, seek to befriend and to offer a 'listening ear' as an expression of the church's pastoral care.
- If appropriate liaise with church ministers and members of the Pastoral care team to refer people for further support if necessary.

- At all times respect confidentiality and maintain good practice especially in the care of children and vulnerable adults.

Support and oversight

The Coffee Shop Manager is appointed by the Vicar and PCC:

- The overall strategy for the Coffee shop is overseen by the PCC Finance group and the Coffee Shop Manager will meet once a term or as required with the Strategy group (chaired by a member of Finance Group) to agree overall plans and strategy.
- On a day-to-day basis the coffee shop manager will be responsible to, and supported by the Church Operations Manager. The Operations Manager will arrange a monthly operations meeting to review coffee shop performance and ensure smooth coordination between the running of the coffee shop and other church activities.
- At three, six and nine months, the Coffee Shop Manager will have a formal review with the Operations Manager and a representative of the PCC to discuss performance within and development of the role.
- The Coffee Shop Manager will participate in the weekly Pastoral care meeting

Person Specification

Essential

- Fully sympathetic and supportive of the vision and values of Holy Trinity Church and the pastoral ministry and witness of the coffee shop
- Active involvement in church life including prayer, regular worship and small groups etc
- Good organisational skills
- Excellent communication and 'people' skills
- Experience of working in and supervising teams in a café or similar catering environment
- Ability to supervise and motivate volunteers

Desirable

- A desire to demonstrate God's love through the "Ministry of Hospitality" of the Coffee Shop
- Experience of cooking and baking in a commercial environment.
- Experience of similar work in a voluntary sector setting
- Must have or be willing to undertake a Level 2 food safety course

Overview of Practical Arrangements

Hours and place of work

The post is offered on the basis of a 12 month fixed-term contract with potential to develop into permanent role depending on achievement of agreed performance measures.

17 hours a week worked flexibly. There will be an initial 3 month probationary period.

Holidays

5 weeks' paid holiday a year (pro-rata) plus Bank Holidays.

Child Protection

The church has adopted a policy to safeguard the welfare of children. The post holder will be required to follow this policy at all times and employment is subject to a satisfactory DBS declaration.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Application Deadline –

Interview – interviews will be arranged shortly after the application deadline