

SAINT ANDREW'S --- Café

Café Manager

Full time; open to considering job-shares and flexible working options

Saint Andrew's Café

The Saint Andrew's Café is a place of warmth, welcome, life and hope at the centre of the Histon and Impington communities. Established in 2014, the Café is located in the Saint Andrew's Centre which is home to lots of community groups and village activities. In line with the Christian ethos of the owners, the Café exists to serve the local community, and is a place where everyone feels welcome and belongs. Profits from the Café are reinvested back into the local community through the work of St Andrew's Church.

About the Role

This is a fantastic opportunity for a motivated and organised person with a passion for serving the local community. You will be responsible for the day-to-day management of the Café, as well as managing and developing our wonderful team of staff and volunteers. By designing and planning seasonal menus, you will ensure the Café provides high-quality food at reasonable prices, as well as ensuring a range of dietary requirements are met. You will take ownership of the Café, developing positive relationships with customers, staff and suppliers that will enable us to take the Café forward to the next stage of its development.

Areas of Responsibility

- Creating a welcoming atmosphere for everyone who comes into contact with the Café, reflecting the Christian views and mission of St Andrew's Church, who own the Café.
- Managing all day-to-day operations of the Café, including preparing rotas, menus, ordering stock, and financial transactions.
- Providing high-quality food and drink at an affordable price for a wide variety of customers with diverse needs.
- Managing, training and developing our staff and volunteers.
- Identifying strategies to attract and retain customers.
- Undertaking any other duties as may be reasonably required to ensure the smooth running of the Saint Andrew's Café.

Key tasks will include:

1. Café Management
 - Working in a hands-on capacity, leading the team from the front.
 - Sourcing and managing all catering supplies in a cost-effective and low-waste manner.
 - Maintaining a supplier base using locally and ethically sourced produce wherever possible.
 - Working to ensure that the Café is as environmentally friendly as possible, such as minimising single-use plastics.
2. Customer Service

- Providing a warm and welcoming environment with friendly customer service.
 - Seeking regular customer feedback, implementing changes where appropriate.
 - Being aware that customers may come to the Café for many reasons, and signposting them to other village services and pastoral support where appropriate.
3. Food
- Designing seasonal menus to suit the customer base, understanding the need to refresh and renew them in keeping with demand and market trends, and seeking approval from the Board of Directors for significant changes.
 - Maintaining an inclusive menu, encompassing allergen-related dietary solutions wherever reasonable.
 - Preparing and cooking food where required.
4. Staff and Volunteer Management
- Preparing weekly rotas for staff and volunteers using RotaCloud software to provide sufficient cover.
 - Recruiting, training and developing staff and volunteers, working across the kitchen, servery and front of house, ensuring they are competent and motivated.
 - Holding regular meetings with staff, ensuring strong communication within the team.
 - Working closely with the Deputy Manager, delegating tasks where appropriate.
 - Developing positive working relationships with the staff of the Saint Andrew's Centre, including the Centre Manager.
5. Health and Safety
- Documenting, auditing and implementing all Café processes to ensure compliance with all appropriate Environmental Health standards, including risk assessments.
 - Ensuring that key aspects of allergen management are highlighted in processes, training and supplier orders to minimise risks due to accidental cross-contamination or incorrect substitution of ingredients.
 - Ensuring that staff and volunteers adopt safe working practices within the legislative requirements of a catering establishment of food hygiene, health and safety, COSHH etc. and ensuring that all building features, plant and equipment are kept in a good condition by scheduling repairs, maintenance or replacement as appropriate.
 - Maintain records in order to comply with food hygiene, health and safety, COSHH standards as required.
6. Financial Management
- Maintain accounts of all financial transactions, working alongside the volunteer bookkeeper, and ensure cash is banked regularly and handled securely.
 - Control costs of supplies, kitchen cleaning, maintenance, uniforms, wastage, sickness, absence etc.
 - Provide reports to the Board of Directors as required.
7. Safeguarding
- Promoting and safeguarding the welfare of children, young people and vulnerable adults with whom you come into contact.
 - Ensuring all staff and volunteers have completed relevant safeguarding training, and liaising with the Church's Safeguarding Officer where appropriate.

Person Specification

Education/Qualifications

Essential

- Level 3 Food Hygiene Certificate

- Barista Training

Desirable

- Professional catering qualification, e.g. Diploma in Professional Cookery Level 2 or NVQ equivalent.

Skills/Experience

Essential

- Sympathetic to the Church's Christian views and vision for the Café.
- 3+ years' experience in a Café or other hospitality setting.
- Personable, warm and friendly, enjoys working with people.
- Highly organised, efficient and able to plan, prioritise and meet deadlines.
- Self-motivated and able to work on your own initiative.
- Knowledge of current food safety legislation and dietary requirements, including allergen management.
- Interested and aware of industry trends and able to introduce them where appropriate.
- Ability to innovate and act on opportunities for development in line with the vision for the Café.
- Strong team leader, able to encourage, motivate and develop staff and volunteers.
- Able to listen and understand the needs of others
- Good IT skills, including Microsoft Word.
- Good written and oral skills, able to deal courteously and kindly with a variety of customers, staff, volunteers and suppliers.
- Experience of planning and costing a range of menus, purchasing supplies and working to financial targets.

Desirable

- Experience with digital rota software and electronic point of sale systems.
- Experience working with volunteers with a wide range of skills and abilities.

JOB SPECIFIC TERMS AND CONDITIONS

Working hours

This post is advertised as full time, full year for 37 hours per week. The café is usually open from 09.00 - 16.00 on weekdays, and 09.00 - 14.00 on Saturdays, with key staff on site before and after these times as necessary. We expect either the Café Manager or Deputy Manager to be present at all times. Due to the nature of the role, you will be expected to work regular Saturday shifts.

We will consider part-time applications from candidates wishing to work a minimum of 30 hours per week, and are open to exploring job-shares and other flexible working arrangements with the successful candidate(s).

Salary

The salary will be between £20,000 - £25,000 per annum, depending on skills and experience.

Development and Training

We are committed to the development of our staff and volunteers. There will be a full induction programme, including safeguarding training, and regular reviews to identify growth areas and training needs.

Reporting to

The Café Manager will report to the Board of the Saint Andrew's Centre Café Ltd. Day-to-day contact will be with a nominated Director, who will meet with you regularly.

Recruitment Policy

St Andrew's Centre Café Ltd is an equal opportunities employer and appoints solely on merit. The appointment is subject to an Enhanced DBS with list checks, and the successful candidate will be required to undertake safeguarding training.

Applications

To apply for this position, please email your CV and a short letter explaining why you are suitable for the role to jobs@standrewshiston.org.

We encourage applications as soon as possible, but no later than **12.00 on Monday 24 May**. Interviews will be held in the **week commencing 31 May**.