

St Stephen's Church, Norwich

Job Description

Job Title: Café Shift Manager

Location: Based at St Stephen's Church

Responsible to: Café Manager

Job purpose: To be responsible for the preparation, cooking and service of fresh food to customers and to lead a team of volunteers to achieve this aim.

Pay: £12.83 per hour for 16-24 hours per week depending upon applicant.

Working hours: 8am-4pm Friday and Saturday with possible addition of another 8 hours (details to be negotiated)

To be responsible for and oversee the café function during their shift within St Stephen's setting, including food preparation, service and cleaning.

To be trained in Food Hygiene (at least to Level 2) and update training every 3 years.

To carry out and implement the requirements under Safer Food Better Business documentation.

To model and uphold Safer Food Better Business requirements within the café team including volunteers.

To lead, share and be accountable for Safer Food Better Business documentation on a day to day basis and in the event of an environmental health inspection.

To report any issues of concern with regard to Safer Food Better Business requirements to Café Manager

To purchase any foods/consumables necessary for the day to day running of the café, using the St Stephen's Co-Op debit card and to present receipts to the bookkeeper in a timely manner.

To manager, encourage and support volunteers to deliver outstanding service to customers and those visiting the café.

To monitor progress of new volunteers within their initial period of starting, in collaboration with Café Manager.

To be the first port of contact and deal professionally with customer complaints related to the café and to inform Café Manager or Operations Manager, as necessary.

Report any concerns with regard to volunteers/customers or faults with café equipment directly to Café Manager.

To attend team meetings, including Café team meetings, as and when directed by Café Manager.

To communicate promptly to any emails, WhatsApp conversations or directions given by Café Manager

To be committed to safeguarding and promoting the welfare of children, young people and adults and hold volunteers to account with this commitment.

To be interchangeable and flexible in roles as necessary and to support the team in the event of staff absences, holidays or busy periods of service.

To undertake any other reasonable duties as directed or approved by the Café Manager that may reasonably fall within the scope of the post.

Christian ethos

To uphold the Christian ethos of the church and demonstrate this through service.

To be available to pray with café customers and volunteers as required.

To represent the church, accurately reflect the Christian faith-based motivation of the St Stephen's community.

Equality and Diversity

To ensure that the importance of equality and diversity is reflected in all areas of the post holder's duties.

Safeguarding

St Stephen's Church is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people, and expects all staff and volunteers to share this commitment.

The successful candidate will be required to undertake a Basic DBS check prior to starting employment and undergo safeguarding training appropriate to the role.

PERSON SPECIFICATION

Job title: Café Shift Manager

Responsible to: Café Manager

Person Specification	
Knowledge	
K1 Literate and numerate	Essential
Skills	
S1 Interpersonal skills, sufficient to communicate effectively and build strong working relationships with the team including volunteers and Cafe Friends	Desirable
S2 Good written and verbal communication skills	Desirable
S3 Good organisation, planning and time management skills	Essential
S4 Able to work flexibly and productively with minimum supervision	Essential
S5 Be able to prepare and cook fresh food to the required standard	Essential
Experience	
E1 Proven experience of working in a busy catering environment	Essential
E2 Experience of managing people	Essential
Education	
Q1 GCSE or equivalent in Maths and English	Desirable
Q2 Food Hygiene (at least level 2)	Essential
Q3 Familiarity with Safer Food Better Business	Desirable
Q4 Catering qualification Level 3	Desirable
Christian Ethos	
V1. Genuine occupational requirement to have Christian faith.	Essential
Personal Qualities	
P1 Tolerance, patience and ability to deal with competing complex issues.	Essential
P2 High levels of honesty, integrity and discretion	Essential
P3 Maintain a calm composure throughout service	Essential
Health	
H1 Able to meet the requirements of the post	Essential
Equality and Diversity	
O1 An understanding of equality and diversity	Essential