

## Café Manager Vacancy - Job Description

### About us

The Bridge Community Café serves the community of Wester Hailes in Edinburgh. We do this as an expression of Christian love in action.

The café sits on a hill and is physically connected to our supporting church, Holy Trinity Church of Scotland. The café is one of the community facing ministries of the church and has become a Hub for the many other ministries that operate from the church.

Our vision is shaped by our belief that God is **ABLE** to do abundantly more than we can think or imagine. This means **Asking** God for his help, **Believing** God for his promises, **Loving** the person in front of us, and **Enjoying** serving God and one another. The Cafe is a bright, welcoming space that serves great food and drinks to everyone, no matter how tight their budget is. It is somewhere that people can meet with friends or meet new friends. It is somewhere that people of all abilities and backgrounds can find volunteering opportunities and training that may help them into work. It is somewhere that all people can find a listening ear or find out about support that is available.

### Who are we looking for?

We are looking for someone who can lead with kindness and compassion to enable everyone to find their place to flourish. You will share our passion to engage with the wide ranging needs in Wester Hailes, showing Christian love with customers and volunteers.

If you have previous experience of a food business and managing volunteers, that would be a desirable. However, it could be that this role is for someone who loves cooking and baking at home, has shown commitment as a volunteer themselves and is a good organiser.

It is important that the Café Manager is a competent cook and baker. These skills will be used in training others, and occasionally hands on in the café kitchen.

We would support the Café Manager to take opportunities for ongoing learning and personal development.

As it is a Christian organisation this post carries an Occupational Requirement in line with Equality Act 2010 and we are looking for someone who has an active Christian faith and is part of a worshipping community.

### About the job

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- The core hours are Wednesday, Thursday and Friday 8.30am-2.30pm (standard opening hours are 10am -1.30pm).
- The additional 4 hours are flexible, as agreed with the Line Manager.
- The Café Manager reports to and works with the church's Café & Food Bank Team Lead who is the Line Manager.

There are 3 main elements to the job – managing the café, looking after our volunteer workforce and leading the café team each day.

#### 1) Managing the Café

The Café Manager is responsible for the day-to-day running of the café. They manage rotas, train and manage the paid Cook and volunteer team, ensure that all food hygiene and health & safety regulations are adhered to, make sure customer service is excellent, order and manage stock levels, develop new menu items and promotions, ensure kitchen equipment has its maintenance checks and manage the budget. The Café Manager and Café Cook will work as a

team to cover annual leave, temporary absence such as, but not exclusively, appointments and caring responsibilities.

## **2) Looking after our Volunteers**

Volunteering is a wonderful way to meet new people, learn new skills, give back to the community and to boost confidence. We have a pool of around 25 volunteers who do much of what is needed to run the café each day alongside the Cook. They take customer orders, prepare food, serve customers and wash dishes etc. We have some volunteers whose role is to get to know our customers and offer a listening ear.

The Café Manager organises the volunteer workforce. They meet with people who might want to volunteer in the café and find suitable slots for volunteers to work with the rest of the team. Mentoring, training and ongoing recruitment are important parts of this role.

## **3) Leading the day's team**

The Café Manager leads the team in a short prayer time each morning. This is also a time when the team agrees roles for that day and addresses any last-minute operational issues such as a volunteer being unexpectedly absent.

## **Why you'd want to join our team**

Our Café Team is friendly, welcoming and very committed to the work of the café. It's a great place to work. The Café Manager job is part-time and has some flexibility so it may suit someone with other responsibilities. There is no weekend or evening work.

The café is closed for a couple of weeks at Christmas and there are an additional 5 weeks (pro-rata and including public holidays) of paid holidays.

All staff and volunteers can have a free meal and drinks while in the café.

There is a support group from the church who have a role to assist the Café Manager in all aspects of their job.

If you love people from all kinds of backgrounds and have a heart to serve them, then this could be the ideal job for you.