

THE TABLE

Job Description - Cafe Manager

About The Table

The Table is a new, social enterprise that opened in October 2024. This Community Café aims to show God's love to the local community through providing a community hub serving a high quality, healthy, ethically sourced and affordable menu, and providing an inclusive safe place for all. It is extremely important that all of our team are comfortable with our Christian ethos and are open to signposting appropriate help for those who need it. While it is not essential for the café manager to be a practising Christian, they must be comfortable supporting the biblically rooted ethos, mission, vision and purpose of the church, as well as working in a Christian environment, where prayer, bible teaching and outreach are a part of church activities.

What does being an employee at The Table mean?

Working for *The Table* is more than just running a self-funding social enterprise, it is also about being part of the Community of Harraton and being a supportive presence to enable people, groups and organisations within the community to meet and enable one another to grow as people and community.

Overview

The Table @ St George's church is looking to appoint a creative, motivated and well organised person to manage the volunteer led community café. Managing, growing and developing a team of volunteers, they must have excellent people skills and be able to work with a diverse and variously skilled group of people. They must also have the skill sets to manage the kitchen and café, source food, prepare dishes, marketing the cafe and oversee the day to day running of the café, including allergen requirements, Safer Food Better Business record keeping, training and compliance with all relevant legislation.

The café is based in our brand-new community annexe with commercial standard kitchen. The Café manager will work with the leadership team delivering the mission and vision of St George's church in the community. Initially starting small, over time the role will develop and grow as the café matures and the mission of the church develops the annexe as a community hub. There will be plenty of opportunity to help guide that development within the Christian ethos of the church. It will be an exciting opportunity for someone who enjoys innovating and fully implementing new ideas.

Job Role

The Cafe Manager's responsibilities will include leading and training a group of volunteers with varied experience levels and delegating tasks appropriately to ensure a constantly high standard of food hygiene, cooking and service. The cafe will likely serve a very diverse clientele, so this role requires a high level of patience, empathy and the ability to communicate well.

Reporting to the line manager and trustees and working within the vision and ethos for the annexe, the café manager will hold responsibility for the menu, sourcing food, managing stock, controlling the budget to ensure profitability and the leadership and development of the team of volunteers. They will also have responsibility for the training, safety and wellbeing of the volunteers (and any future paid staff) and ensure high quality food and service is given to our customers and groups utilising the annexe. You will open up the cafe and oversee the day's preparation and then oversee the clean-down and de-brief at the end of each day. There is a management committee to help guide and support the café manger.

THE TABLE

Duties and Responsibilities

- Manage the running of the day's activities from preparation of the cafe, sourcing of ingredients, cooking food and volunteer briefing, to clean-down and safe cooling and storage of food.
- Delegate tasks to volunteers, taking into account their experience, communication skills and any physical or mental health conditions. Assemble teams recognising the strengths and support needs of individual volunteers so that volunteering at *The Table* is a positive experience.
- Oversee appropriate up-skilling and mentoring of volunteers, ensuring that we assess and record the progress of volunteers, including recognising and signing off competencies.
- Manage the breaks and shifts of all volunteers.
- Manage the procurement, ordering, payment and cash handling processes in the café, including keeping financial records, setting budgets and achieving profitability.
- Ensure that all policies and procedures of St George's Church are adhered to, including Safeguarding & Health and Safety.
- Take responsibility for food safety and hygiene compliance of the cafe, including necessary record keeping on heating, cooling, labelling and food storage, understanding and following all relevant legal requirements for a café, including holding relevant and up to date qualifications.
- Ensure that the cafe is clean, clear and safe for all people. This may include asking individuals to leave the cafe space.
- Oversee cafe purchasing, including cleaning products and take-away containers.
- Ensuring the seamless and efficient running and profitability of the café, while being pro-active in developing its offer to serve the local community appropriately.
- Manage customer and volunteer grievances.
- Keep an accurate and detailed record of the cafe's activities to measure the impact, e.g. meals served, customers visited, etc.
- Making hot drinks and food, served to an exceptional standard and training others appropriately to achieve similarly high standards.
- Oversee volunteer recruitment, induction and sign up rotas, communicating with the Vicar/line manager if there are roles that need filling or significant issues. Ensure that all volunteer hours are logged and that the volunteer team present corresponds with the sign up rota.
- Attend occasional staff appraisals with the Vicar/line manager and writing reports for Trustees.
- Have the knowledge and understanding to be able to signpost people to appropriate support within and outside the church where needs become apparent.
- Collaborate with the Vicar/Trustees in the ethos of the vision and mission for the cafe & annexe.
- Marketing and regular posting on social media to build the client base.

THE TABLE

Person Specification

Essential

- A generous-hearted, patient and hard-working person with interest in, and concern for, community action with a Christian ethos.
- Experience in catering, cooking food from scratch and food hygiene, including having, or being willing to attain, appropriate qualifications, and deliver a high quality menu.
- Experience of managing and motivating people
- Excellent interpersonal skills and with the ability to communicate with a diverse array of people.
- Competence in maths and IT skills.
- Self-starter, enthusiastic and motivated.
- Ability to work under pressure and manage time effectively, with strong planning and organisational skills.
- Willingness to listen, learn, develop and change and recognise your own weaknesses.
- Happy to support the values, mission, vision and ethos of St George's Church, Fatfield.

Desirable

- Barista Trained
- Experience of working with volunteers
- Experience of stock taking and management and cash handling
- Commercial and financial acumen, including managing budgets and minimising waste.
- A good sense of humour
- Safeguarding trained (this can be provided)
- Customer service attitude

The job carries substantial responsibility, but support from a management committee will be available and many of the volunteers are highly capable people who will be able to lead on some of the tasks.

We are thankful for all of our funders including many church members, local people and charitable trusts



**Funded by
UK Government**

**Sunderland
City Council**