

Job Title	Coffee Shop Manager (D1 16/01/19)	Salary Grading	£10.51 per hour.	Status	Fixed term (up to 12 months then subject to review)
Reports to	Mark Parsons (Operations Manager)	OR (Active Christian Faith)	NO	Work pattern	Currently 28 hrs per week over 4 days including time outside of the Coffee Shop for meetings, training and management
Job purpose	To support the mission of Christ Church Clifton by managing all aspects of the daily operation of The Spire Coffee Shop, located within the Church building, with the aim of creating a welcoming and friendly environment for customers and of strengthening the links between the local community and the church.				
Key Responsibilities		Experiences and Qualifications		Relationships	
<ul style="list-style-type: none"> • Coffee Shop Management <ul style="list-style-type: none"> ○ To ensure that the Coffee Shop is fully operational during the advertised opening hours and that it operates efficiently and reliably during this time; ○ To play a part in the face to face / hands on operation of Coffee Shop, making drinks, serving customers and presenting a warm and friendly approach; ○ To seek ways to develop the remit, service and impact of the Coffee Shop so it increasingly becomes a tool to deliver the wider vision of Christ Church. ○ To promote the Coffee Shop in relevant ways within the church and the wider community including maintaining a social media presence. • Team Management <ul style="list-style-type: none"> ○ To recruitment a team of volunteers for the Coffee Shop; ○ To train and manage the volunteers including ensuring that statutory standards are maintained and any additional requirements agreed by the Church are met; ○ To plan and implement a volunteer rota ensuring that the Coffee Shop is adequately staffed during the published opening times. • H&S Management <ul style="list-style-type: none"> ○ To operate the Coffee Shop in a way that meets all food hygiene, cleanliness and health and safety requirements and to consult as required with those responsible for this area within the church and the relevant officers of Bristol City Council or other statutory bodies; ○ To keep up-to-date records to ensure and demonstrate compliance with all legal requirements. • Menu Management <ul style="list-style-type: none"> ○ To agree menu(s), choosing suppliers, negotiating contracts, placing orders and ensuring planned stock rotation takes place as appropriate; ○ To plan and launch a lunchtime food menu at the Coffee Shop. • Financial Management <ul style="list-style-type: none"> ○ To manage daily income including the provision of a cash float, cashing up and banking of takings; ○ To report to the Operations Manager over financial issues. • Building Management <ul style="list-style-type: none"> ○ To be responsible for the day to day security of the church building during the Coffee Shop operating hours, including opening and locking up as required; ○ To ensure appropriate levels of cleanliness within the Coffee Shop and other public areas (eg toilets) during the hours of operation and at the end of the day; ○ To report any maintenance or safety issues to the Operations Manager. • Other duties – as directed by your line manager 		<p>Person Statement</p> <p>A self-starter who is friendly, reliable, motivated and organised with excellent people and communication skills who can manage a team of volunteers and work with the wider church leadership to create an atmosphere of welcome and ensure the continued growth of the Coffee Shop as part of the wider vision of Christ Church.</p> <p>Key Skills, Experiences and Qualities - <i>Essential</i></p> <ul style="list-style-type: none"> • A self-starter who is motivated and organised, able to take initiative and solve problems; • Aligned to the vision and values of Christ Church Clifton and the strategic role of the Coffee Shop as a means of delivering this; • A people person who is friendly and warm, with proven communication skills in order to deal effectively with the public (especially families with young children), volunteers, church officers/staff and other stakeholders; • Proven organisational skills with previous experience of managing staff or volunteers; • Displays honesty, trustworthiness and reliability at all times; • Ability to keep accurate financial, staff or other records and provide standard financial reports; • Computer literate (competent in online ordering, dealing with emails and other simple admin tasks). <p><i>Desirable</i></p> <ul style="list-style-type: none"> • A regular worshipper at Christ Church, or someone who is willing to attend Sunday worship. • Knowledge of legislation as it relates to running a food outlet, e.g. Food Safety Regulations, Health and Safety Regulations; • Knowledge and awareness of safeguarding issues around children and vulnerable adults; • Food Hygiene qualification at Level 2 (successful applicants who do not have Level 2 will be required to obtain this qualification within 1 month of appointment); • First Aid at Work qualification (successful applicants who do not have this will be required to obtain this qualification within 3 months of appointment); • Previous experience of managing a catering establishment or similar operation; • Previous experience of dealing with suppliers or managing contracts. • Experience of marketing including on social media. 		<p>Team</p> <p>The Coffee Shop team consists of a paid manager and volunteers and serves the mission of the church by operating The Spire Coffee Shop as a strategic priority of the vision of the Christ Church Clifton. The work of the Coffee Shop is overseen the Operations Manager.</p> <p>Key Relationships</p> <p><i>Staff wide</i></p> <ul style="list-style-type: none"> • To meet regularly with your line manager to help reflect on, and manage your workload; to structure the pattern of your normal working week; to pray and plan strategic targets; and for personal/spiritual support and accountability. • To attend church staff meetings on an occasional basis. <p><i>Role Specific</i></p> <ul style="list-style-type: none"> • To build strong relationships with the Coffee Shop customers. • To recruit and build a team of volunteers to support the daily operation of the Coffee Shop; • To build key relationships with the volunteers who care for the church building, including the cleaning team • To build key relationships within church staff, lay leaders and ministry heads (especially those operating ministries within the church building during the Coffee Shop operating hours). • To build key relationships with those who lead ministries amongst those who attend the Coffee Shop (eg, kids ministry, toddlers, pre-school, work with older people, internationals) • To establish good working relationships with relevant statutory bodies, suppliers and other agencies; • To build key relationships with stakeholders within the local community. 	