



## **The Dove Café Manager Job profile**

### **Job Role**

The café manager is responsible for leading all team members both paid staff and volunteers in the efficient and self sustaining operation of the Dove café. They are responsible for managing the day-to-day operations and financial performance of the café and maintaining high standards. They need to foster a positive environment, which provides consistent, fast, efficient, and friendly service and a high quality experience for both our customers and team members. Team members include paid staff and volunteers some of whom have learning difficulties.

The manager will support and work within the Christian aims and purposes of St Thomas' Church, and in accordance with its ethos and values, creating a place for all at the heart of the community.

The Church takes the safety of everyone within the church very seriously and expects that everyone will work within the Church safeguarding policy.

The café manager will be responsible to the Team Vicar at St Thomas' Church

### **Responsibilities**

#### **Product:**

Manages and develops menus

Initiates, reviews and manages processes to make sure that all staff and volunteers are ensuring food served and delivered is to a high and consistent quality.

Ensures that all team members are educated on our products and services and products are delivered to customers consistently to a high quality.

Initiates, reviews, and manages systems that ensure that all staff and volunteers are inducted and continually trained in food hygiene, allergen

awareness and that all statutory records regarding food hygiene, allergens are kept up to date.

Initiates, reviews and manages systems to improve stock control and minimise wastage

### **Service:**

Is the Role Model for outstanding service in the Dove cafe.

Pro-active in solving customer problems and satisfying customers in various situations and can handle conflict and other sensitive issues in a calm and fair manner.

Ensures that all team members provide customers with efficient, friendly, superior service on a consistent basis.

Consistently monitors, coaches and encourages team members to meet excellent service standards.

Assesses and provides adequate resource (paid staff and volunteers) to provide efficient and friendly, superior service and documents this on the weekly rota.

Maintains high cleanliness standards consistently throughout the cafe in the areas of store appearance, merchandise and equipment.

### **Training and Development:**

Ensures a safe, enjoyable place of work for all team members recognising and respecting the unique needs, abilities and potential for development in every individual

Provides ongoing training and development to all team members (staff and volunteers) in the areas of operating standards, customer service and product knowledge.

Demonstrates the ability to lead, effectively communicates and is passionate about the Dove Cafe.

Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.

Ensures each team member has received proper training to perform as a barista or in any other role effectively and efficiently.

Coaches and counsels team members for improved performance, documenting developmental plans for paid staff as necessary.

With support from your line manager, ensure that employment law and the businesses policies are followed in relation to human resources.

Hold 1 week and 3 month reviews with new employed starters, and with your line manager

Ensure that new starters are fulfilling the duties of their role(s) before the end of their probationary period

Hold annual reviews with employed café staff to celebrate their achievements and to identify areas where additional training or support may be required.

### **Cafe Operations:**

Ensures that all cafe operating procedures are adequately documented and available for all to use

Ensures the Staff handbook is updated regularly

Facilitates on-going training and development of current staff and volunteers.

Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any team member or customer incidents.

Provides the necessary health and safety training for staff and volunteers

Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment

### **Business**

Delivers the agreed financial targets for the café

Develops promotional programmes to deliver the sales targets

### **Safeguarding**

The Church takes the safety of everyone within the church very seriously and expects that everyone will work within the Church safeguarding policy.

In particular, the Church expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with the Parish Safeguarding Officer.

Those who work with children, young people and/or adults who are vulnerable should have a commitment to:

- Adhere to the church's policies and codes of conduct
- Treat individuals with respect
- Recognise and respect their abilities and potential for development
- Working in ways that meet and develop the personal, spiritual, social and pastoral needs
- Promote their rights to make their own decisions and choices, unless it is unsafe
- Ensure their welfare and safety
- The promotion of social justice, social responsibility, and respect for others
- Confidentiality, never passing on personal information, except to the person you are responsible to, unless there are safeguarding issues of concern which must always be reported to the person you are responsible to and to the safeguarding officer."

## **Person Specification:**

### **1 Skills**

- 1.1 Good written and oral communication skills
- 1.2 Good numeracy skills
- 1.3 Confident, enthusiastic and self-motivated with a great work ethic
- 1.4 Creative, innovative and willing to implement ideas and professional opinion
- 1.5 Team player with a demonstrable positive, 'can do' attitude and ability to motivate a team including volunteers.
- 1.6 Motivated by a passion for preparing food with quality and with great service delivery
- 1.7 Excellent customer service skills and demonstrable experience in a café environment- preferably in management, but not essential.
- 1.8 Able to show sensitivity and flexibility as circumstances demand
- 1.9 Resilient and able to work under pressure when faced with complex and demanding situations
- 1.10 Able to handle conflict and other sensitive issues in a calm and fair manner

## **Knowledge**

- 2.1 Knowledge of the catering and / or coffee sector
- 2.2 Possess a high level of coffee art skills and knowledge
- 2.3 Sound knowledge of Hygiene, Health and Safety

## **Experience**

- 3.1 Experience of preparing food to safe and high standards
- 3.2 Experience of working as a barista in a coffee shop
- 3.3 Experience of working with, supporting and guiding people and volunteers of all ages
- 3.4 Experience of line managing people

## **Qualifications**

- 3.1 A good general level of education
- 3.2 Food Safety and Hygiene level 2

## **Working Arrangements**

40 hours per week between the hours of 8am to 4.30 Monday to Wednesday, 8am to 6.30pm Thursday and Friday, 9 am to 4.30 pm on Saturdays. 10am to 4.30pm Sunday including up to three weekends per month (minimum two)  
28 days paid holiday per year plus public holidays.  
Plus 1 day paid holiday per year on your birthday

**Salary** Up to £14.79 per hour depending on experience (Annual £30,763)

## **Pension scheme**

The PCC has a workplace pension scheme with NEST and follows legal requirements <https://www.gov.uk/employers-workplace-pensions-rules>. **Nest** is the workplace **pension scheme** set up by the government.

You may be automatically enrolled into the occupational Pension Scheme however you may also choose to opt out of this. Should you opt to take out a Personal Pension Plan then this is a private matter between yourself and the financial institution concerned and does not involve the Church in any way.

## **References:**

Excellent and unequivocal references  
Current Employer  
Former Employer