

Job title	:	Café Manager
Location	:	Open Grounds Café, Millmead Centre
Reports to	:	Operations Manager
Working hours	:	37.5 hours (5 days a week) to include weekends and bank holidays.

Open Grounds: Vision Statement

“Our vision is to be a community space that cultivates friendship, celebrates diversity, and delivers a high-quality service to all our visitors “

Purpose of role

The post holder will be responsible for running all aspects of the Café in a way that helps deliver the Café vision.

Key responsibilities and duties

- To manage the day-to-day operations of the café, including barista coffee making, food preparation and administration tasks.
- Respond to and answer any enquiries via email and telephone.
- To recruit, train and supervise all staff and volunteers.
- Advise staff and volunteers on customer service and resolving arising issues.
- Manage budgets, income generation and expenditure.
- Liaise and be in regular contact with food suppliers.
- Enforce risk assessments and maintain a high level of health and safety for both customers and staff, including the Food Standard Agency hygiene certification.
- Create and keep up to date the working policies and procedures of the café.
- Keep a record of café supplies and order new stock as needed.
- Overseeing marketing and publicity of the café ministry, including social media platforms.
- Where appropriate, provide food to other users of the building on a commercial basis.

Essential competencies and qualities

- Passionate about God’s Kingdom expansion and Mission-focused on sharing the Gospel
- Experience in hospitality and an understanding of café management
- Proven organisation skills and leadership skills
- Strong verbal and written communication skills
- Enthusiastic, friendly, and professional attitude with high performance standards
- Consistently able to cultivate and sustain good public relations
- Servant hearted
- Ability to delegate effectively
- It is an Occupational Requirement for the post holder to be a practising Christian.
- A regular worshipper at Guildford Baptist Church and willing to become a member

Guildford Baptist Church Staff Values

- **Professional**
We seek to maintain the best possible standards in terms of working practice; punctuality, honesty, efficiency, transparency.
- **Personal**
We seek to bring the personal touch to our work, so that our professionalism is not cold or clinical, but warm and generous.
- **Prayerful**
We seek to bring our work to God in prayer, rather than simply sorting things out on our own.
- **Patient**
We seek to be forbearing of one another, recognising that in any team and in any church community there will be different styles of personalities.
- **Passionate**
Above all, we seek to be passionate, wholehearted followers of Christ.

About the Café

Open Grounds Café opened in December 2020, having just emerged from a national lockdown. Yet since that first day we have seen such growth and been encouraged by the many signs of God's faithfulness. The café is part of the Church's community outreach ministry.

Our passion is to share God's love in the wider community of Guildford, through the fellowship of café culture. We are open Wednesday-Friday, 10.00am to 4.00pm, and Saturday 10.00am to 2.00pm. We hope to open on Tuesday's within the next 6 months.

Our team is a combination of staff and volunteers. Some volunteers are from our Church community, others have found us via social media, and we have a growing number of individuals working on their Duke of Edinburgh award. The range of volunteers reflects the great diversity of our community and sees our vision come to life in so many ways.

As a Café, we aim to reflect God's character in every encounter and come alongside people when they need it.