

Job Description

Job Title:	Connect Café Manager (part time)
Salary:	£17238 per annum pro rata (this works out at £11050 gross)
Hours:	25 hours per week
Period of Employment	1 st April 2020 – 31 st December 2020
Responsible To:	Connect Management Committee (CMC), which is a subgroup of the official church leadership. Line manager will be a member of the CMC, at present is vacant
Responsible For:	Connect Café Volunteers
Requirements:	A clear disclosure to work with vulnerable adults and children (DBS) Food Safety & Hygiene for Catering (level 3 or higher)

Job Summary:

To manage **Connect** café, a social enterprise based at St Catherine's Church, Pontypridd and to increase its profitability as a business.

The vision for Connect Café is to function as a hub that:

- brings together children and adults from a variety of backgrounds in a friendly place to meet,
- serves good food at low prices,
- offers free WiFi, free use of computers, and people with whom customers can chat or be signposted to other service providers,
- creates volunteering opportunities,
- provides refreshments or a venue for **Connect** activities, church groups, partner organisations and groups hiring rooms. These include debt advice, money management, small business start up-advice & a job club.

St Catherine's Church, Gelliwastad Road, Pontypridd CF372BS
Postal address: Connect, Upper Church Street, Pontypridd CF372UF
Connect Web site : www.connectpontypridd.co.uk
Facebook page: www.facebook.com/connectponty
Church web site www.st-caths.org

Main Functions of the Role

1. To manage the service delivery provided by **Connect** café, ensuring high standards are achieved and maintained. The hours will be Monday to Friday 11am to 4pm. When the café is open on a Saturday, it will be managed by a team of staff; if the Connect café manager is on duty that day, a different day off will be arranged in the week.
2. To manage the recruitment, training and development of volunteers delivering the day-to-day services of the Café; to actively engage and develop those seeking work experience opportunities; to manage the paperwork associated with these duties. A separate mobile phone can be provided for use by the manager if needed.
3. To focus on increasing the productivity of the café through increased efficiency or practice, change of menu, promotion, advertising, pricing, new areas of provision in conjunction with the Connect Management Committee (CMC).
4. To support the CMC in raising the profile of **Connect** by overseeing the use of social media and other marketing techniques and delegating other tasks as and when needed.
5. To provide the CMC with relevant and timely management information.
6. To work within the Christian ethos of St Catherine's Church, providing a welcome to all.

Key Duties

- Ensure that the Café is open as per the advertised times;
- Develop a strategy to increase the profitability of the café and to aim for measurable targets by the end of each year's quarter.

Volunteers

- Supervise the volunteer roles, within the Café and as part of the other ad-hoc volunteering such as cleaning duties; to manage the rota of duties for volunteers
- Ensure that volunteer training is up to date, and that all volunteers are made aware of when they are required / any changes that are made;
- Oversee the recruitment and induction training of volunteers; to monitor and review their ongoing development needs (to use our connection with Interlink and other networks to promote this)
- Ensure that any issues raised by volunteers are taken on board, and appropriate action taken;
- Undertake regular volunteer team meetings;
- Develop **Connect** as a context for work experience placements;
- Undertake individual annual review meetings with volunteers;

Standards

- Ensure that all Health & Safety requirements are met and that all volunteers are instructed in the requirements placed upon them;
- Ensure that all food hygiene requirements are met and that all volunteers are instructed in the requirements placed upon them;

Finance and Stock

- Ensure all banking procedures are adhered to (there are volunteers who count and bank what is in the till);
- Manage the ordering of stock, including the allocated budget;
- Report monthly, the income and expenditure of the café to the Treasurer of St Catherine's Church;
- Ensure all ordering procedures are adhered to, including the stock management and rotation;

Working as part of a team

- Oversee regular and targeted service delivery questionnaires in the Café.
- Ensure that volunteers, café customers and CMC have input into the development of menus.
- Support the volunteers who keep an on-line presence for **Connect** – including the updating of the **Connect** website or Facebook pages.

- Assist the other staff members and key workers in delivering the overarching **Connect** service;
- Assist the co-ordination needed between the **Connect** cafe and the Church by attending regular St Catherine's staff meetings;

Creating the right atmosphere

- Regularly update information displayed on **Connect** café notice boards;
- Promote **Connect** as a place to find friendship, wholeness and wellbeing, supporting those who wish to deepen their spiritual life; to offer an appropriate (and safe) welcome to people from vulnerable backgrounds.
- Work with CMC to ensure the public access computers and WiFi are in good working order and that the internet access policy is adhered to.
- Undertake any other task commensurate with the grade.

Person Specification

- Proven management and organisational skills - with thoroughness and attention to detail.
- Proven leadership and ability to work on own initiative without supervision.
- Proven cooking skills and knowledge of food
- Food Hygiene Certificate is required (Level 3 or above)
- Proven interpersonal skills - able to develop good work relationships, enjoy meeting and working with people at all levels and from diverse walks of life.
- Computer literate
- A working knowledge of budgets and budgetary control.
- Energy and persistence to see tasks through to successful completion and able to work additional agreed hours when necessary.
- A commitment to working with Fair Trade produce where possible
- A working knowledge of Health and Safety requirements.
- A pleasant personality with a sense of humour and the ability to establish a rapport with a wide cross section of society