
SHC Manager Job Description

2022

OVERVIEW

The current manager of the School House Cafe is planning to move on, sometime during the summer of 2022 and as soon as is reasonably practical. We are therefore looking to find a new manager as quickly as possible and the purpose of this document is to describe the role and responsibilities, in the hope of attracting suitable candidates.

If you are interested in this role, please contact David Lynch at david.lynch@freshhope.co, preferably before the end of May 2022.

The School House Cafe is run by Fresh Hope, a limited company and a charity, established in 2016, it “facilitates, coordinates and supports projects across communities, to see those communities united and transformed, radiating hope and compassion.” The School House Cafe has been open for over 5 years although like most businesses and charities, it has been severely impacted by the Covid19 pandemic. It is both a commercial Cafe and a community space, setting prices to be affordable for the community and offering space and activities allowing the community to make it their own. Based in the heart of St Paul’s, the cafe works with all ages; “Bring your bike, your laptop, or buggy.”

BASICS

Line Manager: Debbie Heusch (or any of the other trustees)

Contract Length: 3 Month Probation then permanent

Full or Part Time: Some flexibility for the right candidate, although probably would require a minimum of

21 hours a week. Flexible working hours within Monday-Saturday

Salary / Hourly Rate: To be Negotiated. Likely to be in the region of £10 - £12 per hour.

Key Responsibilities

1. Uphold the aims and ethos of Fresh Hope, as determined from time to time by the Trustees of Fresh Hope.
2. To run the School House Cafe in such a way as to ensure a financial surplus over the year. This is so that the long term aims of the School House Cafe can be met and developed on a sustainable basis.
3. To develop the cafe as a thriving and growing community space, with a growing range of activities and different groups, which in turn gives life and hope to the whole St Paul's community. Maintaining strong collaborative relationships with the community users of the SHC, especially other Fresh Hope projects, will be key
4. To create a culture within the staff and volunteers which is consistent with the responsibilities above. This involves managing the staff which includes coaching, encouraging and, where necessary, correcting the staff. It means providing opportunities for a wide range of volunteers to gain workplace experience appropriate to the challenges that they face, be they physical and/or mental.

Detailed Responsibilities

1. Uphold the aims and ethos of Fresh Hope
 - a. Fresh Hope is essentially a Christian Charity. The Manager of the School House Cafe must be sympathetic with the Christian aims and ethos of Fresh Hope.
 - b. Fresh Hope is a collaborative organisation, not least in that it operates in other people's buildings, with staff and volunteers from many churches and none. As a result we would like to achieve a consistently positive relationship with:
 - i. St Paul's Church and the trustees of the Old School House
 - ii. People regularly using space in the building, for example:
 1. Jigsaw
 2. Cycle project
 3. Taekwondo
 - iii. The University of Gloucestershire especially St Paul's campus

- iv. Those using the space with ad hoc bookings, meetings, and other groups
- v. Businesses, residential and other organisations in the area.

2. Deliver a surplus

- a. Ensuring that the cafe has sufficient staff.
- b. The SHC manager will also be responsible for the recruitment of staff and volunteers. This is the process of advertising a role, compiling a shortlist and interviewing candidates. The manager may seek the support of trustees in this process where appropriate. Producing a staff rota on a monthly basis. It is expected that the SHC Manager will undertake a significant number of shifts themselves.
- c. Responsibility for generating sufficient demand/income. This includes:
 - i. Marketing including regular social media posts
 - ii. Having the right products (drinks, food and other). This involves being creative, driving specials, deals and regularly overseeing an update of the menu
 - iii. Pricing
 - iv. Events (that generate demand)
 - v. New Services (bulk cake purchases, catering for events, sandwich deliveries to businesses etc.)
- d. Responsibility for managing costs:
 - i. Wages
 - ii. Sourcing ingredients
 - iii. Menu variety and preparation complexity
 - iv. Managing stock levels and waste
- e. Communication of sales targets and cost budgets to staff.
- f. Cash Management including banking
- g. Organising cleaning of the building downstairs, including the kitchen and toilets, to a high standard.

3. Develop a thriving and community space

- a. Interacting and Networking with Community leaders and supporters. This will include:
 - i. Encouraging new groups to use the facilities of the SHC and in the building

- ii. Identifying ways to collaborate, to further enhance the community
- iii. Identifying needs and sources of finance (for smaller projects with the SHC rather than new projects at the Fresh Hope level)

- iv. Manage all the bookings of space in the Old School House except the office areas.

4. Managing staff and volunteers

- a. The SHC manager will lead a team of staff and volunteers delivering amongst other things:
 - i. Team meetings
 - ii. 1 - 1 s
 - iii. Annual Reviews
- b. The Cafe is always a friendly environment but at busy times can also be quite intense. The manager of the SHC will need to manage and lead their staff at such times of tension, remaining calm and cheerful while being very efficient and disciplined, and helping staff to do the same. The SHC Manager will need to develop new approaches to dealing with times of pressure as necessary from time to time
- c. The manager of the SHC will be responsible for the day to day wellbeing of the staff. As a leader and coach they will be responsible for developing and getting the best from their team, understanding their strengths and weaknesses, developing and utilising the former while not allowing the latter to unduly impact operations. The SHC manager will be responsible for communications to the staff and also team building, including regular staff socials.
- d. The manager of the SHC will be responsible for the training both of themselves and all staff:
 - i. Personal training
 - ii. Level 2 safeguarding
 - iii. Attend a one day first aid course as a minimum.
 - iv. Level 2 in food hygiene.
 - 1. Barista / food preparation.
 - 2. Money handling
 - v. Staff Training
 - 1. All supervisors have the appropriate training

2. All staff have training sufficient to allow them to do their jobs safely and well

- e. Working with the appropriate trustee(s), oversee safeguarding, health and safety and first aid in the cafe. Regularly updating policies as appropriate.
 - f. Many of the volunteers in the SHC will be dealing with circumstances that are creating barriers to them getting into work. The manager of the SHC must be passionate about seeing these individuals thrive in the roles that we are able to provide for them. We want them to really enjoy their time with us, and at the same time feel that they are making a difference and for customers to see them as an asset to the SHC.
5. To undertake any other duties that the Trustees may reasonably require from time to time.

Personal Specification

	Essential	Desirable	Assessment
Ability to understand the role and ethos of Fresh Hope and in particular to see how it relates to churches and other charitable organisations. To support and promote this role and ethos.	✓		Interview
Ability to understand and manage the tension between running a commercial enterprise and a community ministry		✓	Interview
Experience of working in a commercial environment, preferably hospitality related and of running teams. Displaying good interpersonal skills, ability to coach, encourage and where necessary instruct accountably.	✓		CV / Interview
Enthusiasm, logical, flexible and the ability to cope well under pressure, getting the best from people with varying background and need	✓		Interview / CV / Observation
A good Communicator, Delegator and Organiser	✓		Interview / Observation
Understand that “To manage is to serve”	✓		Interview
To be computer literate. In particular to have intermediate level skills on Google documents and spreadsheets and to be competent with the internet, Email functions and Social Media. Ability to understand Management Information from Clover and Sage	✓		CV
Demonstrates strong leadership qualities	✓		Interview
To understand and be able to maintain the very distinct atmosphere and welcome that characterises the School House Cafe.	✓		Interview
To generate respect while recognising that the manager of the SHC will not be liked by all of the people all of the time. To be both a leader and a team player		✓	Interview

Be a practising Christian		✓	Interview
Have an understanding of working in an environment where some people are paid and some are unpaid volunteers		✓	Interview / CV
Someone who is open to new ideas and wants to learn. Someone who challenges in order to improve their understanding		✓	Interview
Someone who is a self starter and can create their own structure	✓		Interview
Someone who is a completer-finisher with a good eye for detail		✓	Interview