



VACANCY

POSTING DATE:	27 May 2022
CLOSING DATE:	10 June 2022
START DATE:	27 June 2022 (negotiable)
JOB TITLE:	Café Assistant / Café Leader / Deputy Café Manager
STATUS:	Part-Time; 32-36 hours per week (depending on role)
HOURS OF WORK:	Monday to Thursday, 08:00 – 17:00 (possibly 4 hours on Fridays)
LOCATION:	Westminster Chapel, Buckingham Gate, SW1E 6BS

Position Reports To: Café Manager

Job Summary: We are a diverse church, in the heart of London, looking for someone to help our café make a big difference in the community.

New Acre café exists as an extension of the church, to bless anyone who walks through our doors. This happens through showing great hospitality, providing really tasty drinks and enabling people to connect to the life of Westminster Chapel.

It would be amazing if you have previous cafe experience, but if you are keen to learn then we can provide all the training you'll need to make good coffee. What we really need to see from you is a passion for the café's mission and a desire to give all our guests the best experience possible.

The ideal person will be comfortable providing excellent and friendly customer service and confident in managing the day to day running of the shop. You will also need to confidently maintain stock levels and our professional hygiene standards.

Key Job Responsibilities:

Ensuring excellent customer-centred service at all times by:

- Maintain stock levels and restocking the Café as needed from the storeroom
- Receive, check, and stock deliveries of materials and supplies in the storeroom
- Maintain the highest quality and consistent product standards
- Diligently follow New Acre's drink recipes, food preparation techniques and procedures
- Use daily checklists and SFBB (Safer Food Better Business) to maintain food hygiene standards
- Perform cleaning duties in all areas of operation to a high standard at all times including being responsible for sanitising work areas and equipment
- Report potential safety hazards to the Cafe and/or Premises Manager
- Report all equipment failures and repair needs to the Cafe and/or Premises Manager
- Keep on top of clearing plates and the washing up
- To operate EPOS terminals including the safe custody of money
- Advance Westminster Chapel's mission through conversations with customers



Knowledge and skills required

A Café Assistant should meet the following requirements:

- Experience in the coffee/hospitality industry preferred (training will be provided)
- Be an ambassador of the aims and values of Westminster Chapel
- Fully embrace New Acre's wider community and relational mission
- Experience in customer service
- Commitment to excel in customer service
- Strong interpersonal and communication skills
- Ability to work successfully as part of a team, while under pressure
- Maintain a positive morale and professional attitude at all times
- Ability to handle multiple tasks at one time
- Energy and persistence to see tasks through to successful completion
- Ability to take initiative when necessary
- Ability to be flexible
- Level 2 Food Hygiene certificate (may be completed upon successful appointment)
- Willingness to work varied hours/days based on business needs
- Ability to handle and lift items weighing between 0-50 pounds
- Proof of eligibility to work in the UK

Preferred knowledge and skills

In addition to the skills required for all café positions above, a Café Leader or Deputy Manager would need to demonstrate experience and proficiency in:

- Managing inventory and re-ordering of supplies and consumables, including a monthly inventory report to be submitted to the Senior Finance Officer
- Maintain detailed records of orders, packing slips, equipment maintenance records, and cash floats and deposits
- Managing the newacre@ inbox, appropriately responding to queries and forwarding messages to the appropriate staff member, in conjunction with the Café Manager
- Maintaining and updating the Food Safety Management System and related procedures to maintain a 5-Star Food Hygiene rating
- Developing and executing marketing and promotional campaigns, including social media, to grow gross sales targets
- With the Café Manager, research and develop new product offerings, and be able to train Café Assistants and volunteer Café helpers on how to produce the products
- Developing insight into the cafe industry and current trends, particularly in the local area, to better address customer questions and inquiries



Other information

Due to the nature and context of your role, an occupational requirement applies to your position. Your continuing employment is dependent upon your ability to meet that requirement. Your employment may therefore be ended if your words or actions repudiate our faith or your beliefs no longer accord with ours, or if you can no longer adhere to the statement of faith of the Chapel.

Your conduct should be consistent with our Christian beliefs and in accordance with the Chapel DNA statements (<https://westminsterchapel.org.uk/about/dna/>).

All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in New Acre's business, as well as any visitors.

All employees have a duty to comply with the UK's Equal Opportunities Policy in their contacts with other staff, customers and visitors.

The Post Holder will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the Data Protection Act.

Remuneration

£11.05 to £13.50 per hour, commensurate with experience.

Other benefits and paid time off pro rata based on actual hours worked.

Schedule

New Acre is currently open Monday to Thursday from 8:30 to 16:00.

The opening shift starts at 08:00 and the closing shift ends at 17:00.

HOW TO APPLY:

Please submit your CV with a covering email to jobs@westminsterchapel.org.uk

We thank all applicants and advise that only those selected for an interview will be contacted.