



Ground Up Cafe Manager

Job Description



Overview

[Ground Up](#) is a social enterprise cafe run by Urban Crofters Church in Roath (Crofts Street, CF24 3DZ). It seeks to provide work experience for a wide range of volunteers including asylum seekers and those with mental health or learning support needs. We are committed to being a fair-trade café and where possible using products that promote social justice.

Our cafe is a popular gathering space for local residents and for people attending other events in the building (e.g. Cardiff Children's Choir and Little Notes music sessions) and is a key component of our church's missional strategy. The Cafe Manager is therefore an essential role in our weekly ministry of connecting with the local community and requires both personal Christian faith and a commitment to our church vision.

Job Brief

We are looking for a Cafe Manager who is committed to the core value of social mission and who will be eager to develop the cafe as a social enterprise.

The manager will organise daily operations and motivate our volunteers and part time staff to provide excellent customer service.

To be successful in this role you should have work experience in management and in cafes. You should also be available to work during opening hours, Monday to Friday.

The manager will help increase profitability, boost customer engagement and turn our cafe into a favourite local spot in line with our church mission.

Key Responsibilities

- Manage day-to-day operations of the cafe, including staff/volunteer scheduling and ordering in supplies.
- Manage staff and volunteers, including resolving issues, payroll and staff appraisals.
- Recruit and onboard new staff and volunteers, including people with mental health or learning support needs and asylum seekers with English as an additional language.
- Train new staff and volunteers on drinks preparation and proper use of cafe equipment.
- Maintain updated records of daily, weekly and monthly revenues and expenses.
- Review the menu and add new items based on seasonality and customers' preferences.
- Develop the cafe as an important ministry area within Urban Crofters Church.
- Manage the Ground Up social media account alongside staff.
- Nurture relationships with customers to promote the cafe and further its social mission.
- Ensure excellent customer service and advise staff and volunteers on how to do the same.
- Ensure all cafe areas are clean and tidy and maintain compliance with Health, Food and Hygiene requirements.

Person Specification

- Committed Christian faith (see Schedule 9 of the Equality Act 2010)
- An interest in social mission and the community outreach focus of Urban Crofters
- Experience of management with the ability to manage and motivate a team

- Experience as a cafe manager or barista
- Hands-on experience with professional coffee machines
- Good maths and IT skills to record and communicate expense and revenue data
- Availability to work within opening hours
- Excellent communication skills
- Excellent customer service attitude
- Level 3 certification in Food Safety and Hygiene for Supervisors

Terms of Employment

The Cafe Manager will be contracted for 30 hours a week (during the weeks the cafe is open).

Salary: £20,250 per annum (equivalent to £29,250 if full time).

Please note the cafe is closed for 7 weeks of the year over the summer holidays, Christmas and Easter. We are looking to increase this to be open more consistently and the Cafe Manager will be part of facilitating that strategic move. So we hope the contracted hours may increase in future.

There will be a probationary period of three months, with a first appraisal after 6 weeks. After this, there will be annual appraisals. Termination of employment requires a week's notice on either side during the probationary period; thereafter, a month's notice is needed.

Annual paid holiday entitlement is 28 days pro-rata (equivalent to 20.5 days).

How to Apply

To apply for this role, please send a detailed CV and cover letter to Tallulah at urbancrofters@gmail.com

Your cover letter should include information about past experiences related to the role's key responsibilities and how you meet the person specification.

You should also include the names and contact details for two references who will be contacted if you are invited to interview.

The deadline for applications is 14th January. We will be interviewing 20th-23rd January.