

Dear Applicant,

Thanks for your interest in joining the Matrix Family. **Why Matrix?**

We're a fun team who work hard to achieve the aim of catalyzing change for young people across Guildford Borough. We're passionate about building long-term relationships and providing activities within schools and the community that nurture, inspire, connect and empower young people, helping them make the most of their lives.

We have recently launched an innovative social enterprise – The Hideaway Café - right in the heart of Guildford. We're looking for someone with café experience, is happy to lead from the front and knows how to make the perfect 'flat white'!

### **How is this Café different?**

The Café will be more than just a place to grab a great coffee in a beautiful park setting, this enterprise forms the foundation of our new hub, providing work for at-risk young people, a place for the community to retreat to and an after-school Youth Café connecting young people to positive and inspiring role models from their community.

Serving simple, healthy food (as well as yummy cakes) in a beautiful park setting, we expect our café to build an excellent reputation. The vision is to provide a space for local people to retreat to, where they will find a friendly welcome and an opportunity to give back to the community.

### **Where does this role fit?**

This café takes Matrix in an exciting new direction, working with young people to help them reach their potential by creating access to supported employment. If you are passionate about food, coffee and making a difference in the community, and want to work as part of an innovative and growing Christian charity this could be the role for you.

Come and join the adventure!

Thanks again for taking time to look at our vacancies and I hope that you consider applying to become part of our growing team.

Kind regards, Misty, CEO



### **Role Description - Experienced Barista**

#### **MAIN PURPOSE OF THE ROLE**

This is an exciting opportunity to be part of the team of a new Social Enterprise Café in a unique site in Guildford town centre. As a subsidiary of Matrix, a Guildford-based Christian Youth Charity, this new

community business venture will provide a vital income stream for Matrix Projects and a training-ground for at-risk teenagers.

### **What would I be doing?**

The Café will form part of a central hub, housing a daytime café for the community and an after-school Youth Café that will connect vulnerable young people to positive and inspiring role-models from their community, empowering and inspiring them to become active citizens in their community. This means that the space is used for 2 similar, but distinct purposes and excellent working relationships between the 2 projects are essential.

In your role at the day time café you will be serving simple, healthy food (as well as yummy cakes) in a beautiful park setting, we expect our café to build an excellent reputation. **The vision is to provide a space for local people to retreat to, where they will find a friendly welcome and an opportunity to give back to the community.** Key elements will include quality coffee, delicious healthy food, calm but fun environment and an eco-friendly, low waste ethos.

As an Experienced Barista you will be passionate about creating a culture of high standards and excellent customer service. We are looking for someone who has the knowledge, skills and dedication it takes to make The Hideaway a successful and thriving café. As a Barista you will be a team player who is an encourager and motivator for our young apprentices.

### **Day-to-Day Responsibilities**

- Engage customers, take and serve orders and drive sales
- Maintain health & safety and food safety standards
- Serve delicious food and drinks
- Daily cleaning and food checks
- Maintain a high standard of excellence across all areas of the café
- Be knowledgeable about the products on sale and confident to offer recommendations
- Promote the vision of Matrix through the café
- Be passionate about the vision and of the café
- Ensure that customers are given an efficient and enjoyable experience and that service and value expectations are consistently exceeded
- Able to open and close the shop if necessary including cashing up
- Using the till and taking payments

## **Team Expectations**

This post-holder will be employed by the new social enterprise 'The Pavilion Hub' CIC, however, as part of the wider Matrix charity there is an expectation staff to be proactive and a fully- invested team player across both organisations, supporting others in their busier seasons and the charity as a whole across the year.

### **We expect you to:**

- Fit in with our core values, to be: positive, relational, innovative, collaborative and fun
- Be committed to and passionate about the mission to catalyze change in young people's lives
- Due to the nature of the work you may be expected to work some evenings and one day at weekends.

### **What we offer you**

- A training programme that develops your skill base
- Regular line management and supervision
- Flexible working arrangements, where possible
- A nurturing and supportive team

Hours: Part Time, 20+ hours a week. Pay: £10 per hour

## **ESSENTIAL**

- Passionate about food and coffee
- Friendly and outgoing
- Excellent communication skills
- Able to take the lead under pressure
- Team player who gives support to the manager and champions and encourages our apprentices.
- Familiar with best practices of H&S and food hygiene (HACCP) Have an eye for detail and high standards
- Enthusiasm to develop skills and knowledge, adaptable to change and new ideas / processes
- Ability to work unsupervised to a high standard.

## **DESIRABLE**

- Current Food Hygiene and First Aid Certificates

- The ideal candidate will have experience in a quality café where high standards and customer experience are at the forefront of their accountabilities.
- Exposure to a high revenue, high footfall business

## **HOW TO APPLY**

Complete application form and return to [lizziesoar@thehideaway.cafe](mailto:lizziesoar@thehideaway.cafe)

Apply now!