

WE'RE HIRING A CAFE / BUSINESS MANAGER



We're seeking an enthusiastic and experienced entrepreneur to elevate our social enterprise, The Hideaway Café, to the next level

Do you thrive on ensuring the highest levels of service to your customers? Do you want to use your entrepreneurial skills to create a thriving and successful working environment? If your answer is yes then Matrix has the role for you!

MATRIXTRUST.COM | THEHIDEAWAY.CAFE

Matrix | Allen House Pavilion, Guildford, Surrey | 01483 574900

Dear Applicant,

Thanks for your interest in joining the Matrix Family.



with young people, for young people

Why Matrix?

We're a fun team who work hard to achieve the aim of catalysing 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.

Having launched our innovative social enterprise – The Hideaway Café - right in the heart of Guildford, in April 2021, we're looking for someone with experience of managing or running a café – someone with solid commercial skills yet happy to lead from the front and hands on enough to make the perfect 'flat white'!

How is this Café different?

The Hideaway is 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.

As the Café Manager you will be passionate about creating a culture of high standards and excellent customer service including quality coffee, delicious healthy food, with an eco-friendly, low waste ethos, and a calm but fun environment. Your responsibilities will include leading and motivating a small team and driving sales. Ideally, we're looking for someone who is experienced in running a successful café or similar operation.

Where does this role fit?

We are looking for an experienced manager to ensure smooth running of our social enterprise café, increasing café sales and income generated through events and building hire. Celebrating our 1 year anniversary in April, we are looking to continue growing the business into the future, meeting our social value of supporting young people into 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,

A handwritten signature in black ink, appearing to read 'Misty'.

Misty, CEO



CAFE / BUSINESS MANAGER

OVERVIEW

Matrix are a Christian organisation that deliver essential youth work to young people from all walks of life in schools & communities across Guildford Borough. In April 2021 we launched The Hideaway Café - a social enterprise - which enables young people to reach their potential through employment and training.

We're excited to be looking for a new Café / Business Manager to take The Hideaway to the next level

The post-holder will be responsible for the day-to-day running of The Hideaway Café, maintaining our excellent reputation and improving our sales

Hours: 37.5 hours (Full Time) | Salary: £22,000 - £32,000 (depending on experience)

[MATRIXTRUST.COM](https://matrixtrust.com) | [THEHIDEAWAY.CAFE](https://thehideaway.cafe)

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Role Description - Café Manager

MAIN PURPOSE OF THE ROLE

As the Café Manager you will be passionate about creating a culture of high standards and excellent customer service. You will be responsible for recruiting, leading, training and motivating a small team (including at-risk young people) while driving revenue.

What would I be doing?

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

Our café has built 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 include: quality coffee, delicious healthy food, a calm but fun environment, and an eco-friendly, low waste ethos. The Café is open 6 days a week, 8:30am to 3pm on weekdays and 10am to 4:30pm on Saturdays, all year round.

What do we expect from you?

Day-to-Day Responsibilities

- Ensure smooth running of the Café and any other Pavilion Hub enterprises
- Ensure health & safety and food safety standards are met and maintained
- Maintain a high standard of excellence across all areas of the café and other enterprises

Team Management

- Oversee, motivate and inspire a team of paid and voluntary staff
- Plan the staff rota, and train and manage the team to provide efficient and welcoming service
- Ensure the youth team has time to complete studies and access the correct learning opportunities
- Oversee work experience placements, training them to a high standard and giving them holistic support to be able to achieve whilst they are with us
- Monitor the work of all the staff and carry out appraisals, recognise training needs and potential as appropriate, driving high individual performance through regular one-to-ones and coaching so that team members are performing to their highest ability
- Ensure the highest level of service and operation occurs throughout the café and other enterprises
- Liaise with the After-School drop-in team to establish protocols for café usage

- Ensuring the team are knowledgeable about the products on sale and confident to offer recommendations

Building Management

- Liaise with the operational team about any building maintenance issues, ensuring they are dealt with quickly
- Ensure the building is maintained and cleaned to a high standard

Café Development

- Achieve cafe goals and targets set by the CEO and Directors
- Identify areas for development that will drive the business forward
- Keep abreast of new concepts and ideas in the industry that may enhance the current offer
- Market the café within the local and wider community, working with the team to organise events and promotion that will provide additional interest and increase footfall
- Utilise and develop methods that encourage repeat business
- Develop seasonal menus and menu items to celebrate calendar events
- 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
- Ensure margins are maximised through minimising waste, careful ordering and creative menus
- Manage and report on the café budget
- Oversee cash management
- Ensure the team maintain a clean, visually inviting space
- Achieve/ maintain an excellent food standards rating

Hideaway Hire and Events

- Achieve hiring goals and targets set by the CEO and Directors
- Market and promote the hireable spaces to customers and encourage purchase of items from the café, including Sunday use when the café is closed
- Book and liaise with local creatives to provide creative activities that hire or use the space on a regular basis as income-generation for the café
- Promote the art exhibitions and encourage artists to use the space for other activities during their season
- Build up a series of income-generating evening events hosted by The Hideaway / Matrix or external parties
- Work with local organisations / businesses to host events that utilise the gardens with food and drink provided by The Hideaway.
- Encourage use of the café by local groups such as creatives, book clubs, parents etc
- Manage the booking system for the hireable spaces and ensure team set up the space as required and that the hirers are properly looked after

Business Management (dependent on experience)

- Work with the CEO to set strategy and develop a business plan to grow the income and social impact of The Pavilion Hub
- Provide reports on financial performance and social impact to the CEO and Board on a regular basis
- Identify new business opportunities that could fit within The Pavilion Hub CIC's portfolio that both generate revenue and provide social impact for young people and the community

General and Wider Charity Involvement

- Ensure knowledge of current Matrix projects and impact is up to date
- Be a pro-active part of the wider Matrix team and a team player, getting involved in projects which benefit the mission of Matrix, e.g.: fundraising activities or team projects

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
- Work from within the Christian ethos
- Be committed to and passionate about the mission to catalyse change in young people's lives
- Be a pro-active member of the wider Matrix team and get involved in projects which benefit the mission of Matrix
- Work across agencies and Matrix teams
- Cover for team members during periods of sickness or leave, when required

Due to the nature of the work you may be expected to work some evenings and one day at weekends. All hours will be based at The Hideaway Cafe, unless delivering outreach or promotional activities. Any specific changes to your working week will be cleared through your Matrix line manager.

What we offer you

- 5 weeks paid holiday, plus bank holidays (pro rata)
- A mentor from a local church or relevant business
- A training programme to develop your skills base
- Regular line management and supervision from a senior staff manager
- Flexible working arrangements, where possible
- A nurturing and supportive team

Full-time (37.5 hours per week) | Salary: £22,000 to £32,000 (depending on experience)

Who are we looking for?

ESSENTIAL

- Experience of successfully running a café
- At least 2 years' experience as manager or an assistant manager
- At least 2 years' experience working in a café, bar or restaurant
- Experience of working with food and coffee sales
- Friendly and outgoing
- Entrepreneurial and creative, able to drive growth in the cafe
- An excellent leader, able to recruit, train, motivate and retain a great team
- Familiar with best practices of H&S and food hygiene (HACCP)
- Have an eye for detail and high standards
- Works in a highly organised way
- Passionate about and experienced in creating an excellent customer experience
- Agree with and support the Christian ethos of the Matrix Trust
- Financially astute
- Fluent in English
- Barista trained
- Knowledge and understanding of POS systems for use in a food environment
- Experience in managing a team
- Excellent management and communication skills
- Impeccable levels of health & safety and hygiene
- Good IT skills
- Experience of successful marketing in business

DESIRABLE

- Current Food Hygiene (Level 3) and First Aid Certificates
- The ideal candidate will have experience in running a quality café where high standards and customer experience are at the forefront of their accountabilities
- Exposure to a high revenue, high footfall business
- Success in using social media for business
- Experience in running a business or has business management skills (launching initiatives, marketing, budget management etc)



WANT TO JOIN THE TEAM?

HOW TO APPLY

To apply for this post, you just need to do 2 things:

1. Complete our Application Form
2. Email it to hr@matrixtrust.com

Any questions, just give Misty a call: 01483 574900

Applications considered on a rolling basis

Interviews ongoing | **Start date ASAP**

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