

WE'RE HIRING A BARISTA



We're looking for a motivated Barista to join the Matrix family in our social enterprise, The Hideaway Café

Are you passionate about coffee and food? Do you want to make a tangible difference in the lives of young people? If your answer is yes, then please apply!

MATRIXTRUST.COM | THEHIDEAWAY.CAFE

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



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 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 people who know how 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.

The Café forms 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 the space is used for 2 similar, but distinct purposes and excellent working relationships between the 2 projects are essential. This role is part of the daytime cafe and related income generating activities.

The daytime cafe has built an excellent reputation, serving simple, healthy food (as well as yummy cakes) in a beautiful park setting. We provide a space for local people to retreat to, where they find a friendly welcome and an opportunity to give back to the community. Key elements include quality coffee, delicious healthy food, calm but fun environment and an eco-friendly, low waste ethos. The Café is open 8:30am til 3pm, 6 days a week, all year round.

Where does this role fit?

This is an exciting opportunity to be part 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 venture will provide a vital income stream for Matrix Projects and a training-ground for at-risk teenagers.

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



BARISTA

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 an experienced and enthusiastic individual to deliver excellent customer service and support our Cafe Manager

The post-holder will be able to work flexible hours, working to help maintain our excellent reputation and improving our sales

Hours: Part-Time | Salary: £10 per hour

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

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Role Description Barista

MAIN PURPOSE OF THE ROLE

The role of Barista is essential to ensure we set and maintain a high standard of coffee production enabling The Hideaway to become a destination café. The Hideaway is a social enterprise and as such employs both volunteers and young apprentices, so this role is essential to ensure we provide continuity of quality service as well as food and drink production.

What would I be doing?

You will serve excellent coffee, in a beautiful park setting, helping The Hideaway to maintain its excellent reputation.

Server Duties

- Present a positive image of Matrix and The Hideaway to partners and external organisations by welcoming customers
- Lay out the café to an agreed standard to enable service to commence promptly
- Update the menu for the day and ensure all food specified on the menu is present and maintain a stock level to enable speedy free flowing service
- Know the ingredients of each dish, as well as allergens from the Café Manager's briefing
- Process and deliver food orders in an efficient and timely manner
- Be aware of customer's needs at all times and help when required
- Clean the café as required and according to the schedule and requirements
- Report any incidents/accidents that occur in the Café promptly to the Café Manager
- Secure the Café at the end of the shift, if required
- Take and process orders
- Upsell as appropriate
- Cash up and report till adjustments
- Maintain a clean and tidy server space at all times

Kitchen Duties

- Assist the Café Manager with basic duties
- Prepare and heat simple food, ordered by customers, as advised by the Café Manager
- Prepare external food orders or picnic baskets
- Wash up crockery, cutlery, pots and pans
- Maintain a clean and tidy kitchen space
- Clean food preparation/server areas and equipment

Supervisory Duties

- Cover the Café Manager's duties in their absence (including their day off)
- Support volunteers and apprentices in their roles
- Ensure all food and drinks served are of the highest quality
- Deal with complaints or refunds in a professional manner

General duties

- Ensure knowledge of current Matrix projects and impact is up to date
- Fit in with our values: positive, relational, innovative, collaborative and fun
- To work from within the Christian ethos (see ethos statement)
- Follow regular cleaning schedules
- Follow food rotation and waste management procedures
- Any other duties as required by the Cafe Manager to assist in the smooth running of the department.
- Adhere to all policies, including for Health and Safety, Safeguarding and Food Safety
- Contribute to, and be involved in fundraising and other activities that benefit Matrix, including events and fundraising activities
- Raise the positive profile of Matrix and The Hideaway by telling the story of the Café and our work with Young People
- Act as a positive role-model for our young apprentices, volunteers and work experience students

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 line manager.

What we offer you

- 5 weeks paid holiday, plus bank holidays (pro rata)
- 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 | Salary: £10 ph

Who are we looking for?

ESSENTIAL

- Passionate about food and coffee
- Friendly and outgoing
- Team player with a 'can do' attitude
- Excellent communication skills
- Experience of supervising other team members and able to take the lead under pressure
- Experience of food preparation to a high standard
- Familiar with best practices of H&S and food hygiene (HACCP)
- Have an eye for detail and high standards and works in a highly organised way
- Passionate about and experienced in creating an excellent customer experience
- Able to work within the Christian ethos of the Matrix Trust
- Fluent in English
- Barista trained
- At least 2 years' experience in a café, bar or restaurant
- Excellent communication skills
- Impeccable levels of health & safety and hygiene
- Good IT skills
- Ability to remain calm under pressure
- Accurate cash handling
- High standards of personal hygiene with a smart, clean appearance
- 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 cafe where high standards and customer experience are at the forefront of their accountabilities
- Knowledge of allergens and different dietary requirements
- Exposure to a high revenue, high footfall business
- Understanding and experience of social media marketing



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 Leah a call: 01483 574900

Applications considered on a rolling basis

Interviews ongoing | **Start date ASAP**

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