

# WE'RE HIRING CAFE SUPERVISORS



**We're looking for 2 Baristas with supervisory experience 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](https://matrixtrust.com) | [THEHIDEAWAY.CAFE](https://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



# CAFE SUPERVISOR

## 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 support the Cafe Manager to supervise the team to maintain The Hideaway Cafe's excellent reputation**

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: £10-12 per hour, depending on experience**

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## **Role Description Barista**

*The role of Café Supervisor is essential to maintain our excellent reputation as well as The Hideaway to remain 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 our team continues to provide quality service as well as food and drink production.*

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

You will work alongside The Hideaway Manager to ensure the team serves excellent coffee, in a beautiful park setting, helping The Hideaway to maintain its excellent reputation.

### **As Café Supervisor you will be expected to:**

- Ensure the café is run efficiently each day
- Ensure that customers are given an efficient and enjoyable experience and that service and value expectations are consistently exceeded
- Provide and maintain a welcoming environment for customers
- Ensure the team follow processes and procedures that provide a clean, welcoming and friendly setting for customers, including to:
  - Lay out and maintain the café to an agreed standard to enable service to run smoothly
  - Take food and drink orders from customers in a friendly way
  - Prepare and deliver food orders in an efficient and timely manner
  - Prepare external food orders as required
  - Wash up crockery, cutlery, pots and pans
  - Maintain a clean and tidy kitchen and servery at all times
  - Clean food preparation/servery areas and equipment
  - 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
  - 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/Supervisor
  - Follow food rotation and waste management procedures
  - Upsell as appropriate
  - Cash up and report till adjustments as required
  - Present a positive image of Matrix and The Hideaway to partners and external organisations by welcoming customers
  - To work from within the Christian ethos (see ethos statement)

### **Supervisory Duties**

- Adhere to all policies, including for Health and Safety, Safeguarding and Food Safety
- 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
- Secure the Café at the end of the shift
- Support paid staff, 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
- Ensure health & safety and food safety standards are met and maintained
- Maintain a high standard of excellence across all areas of the café
- Ensure team set up the hireable spaces as required and that the hirers are welcomed and properly looked after
- Supervise regular team and work experience placements, training them to a high standard and giving them holistic support to be able to achieve whilst they are with us
- Ensure the highest level of service and operation occurs throughout the café and other enterprises
- Ensuring the team are knowledgeable about the products on sale and confident to offer recommendations

### **Café Development**

*Supporting The Hideaway Manager you will be expected to:*

- Develop seasonal menus and menu items to celebrate calendar events
- Be responsible for food rotation, stock management and food ordering (within set budgets)
- Be passionate about the vision and of the café
- Ensure margins are maximised through minimising waste, careful ordering and creative menus
- Achieve/ maintain an excellent food standards rating

### **General and Wider Charity Involvement**

- 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

### **Who are we looking for? (Personal Criteria)**

#### **ESSENTIAL**

- Barista trained
- At least 1 year's experience of supervising other team members and able to take the lead under pressure
- At least 2 years' experience in a café, bar or restaurant
- Passionate about good coffee and food
- A friendly, outgoing, team player with a 'can do' attitude
- Excellent communication skills
- 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
- Good IT skills
- Accurate cash handling

- Impeccable 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
- Experience of working in a commercial kitchen, and involvement in food preparation to a high standard
- 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

### **Team Expectations**

Matrix is a small, established, but fast evolving and growing charity and there is therefore an expectation on all staff to be proactive and a fully-invested team player, supporting others in their busier seasons and the charity as a whole across the year.

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

- Fit in with our values: positive, relational, innovative, collaborative and fun
- To work from within the Christian ethos (see ethos statement)
- Be committed to and passionate about the mission to catalyse change in young people's lives
- Be a pro-active member of the Matrix team and get involved in projects which benefit the mission of Matrix (e.g.: fundraising activities/events or prayer spaces)
- Take part in whole team projects
- Work across agencies and Matrix teams

You may be expected to work occasional evenings and weekends. All hours will be based at the Matrix office. 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
- ★ 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 to £12 per hour, depending on experience**



# 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](mailto:hr@matrixtrust.com)

Any questions, just give Leah a call: 01483 574900

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**Applications considered on a rolling basis**

*Interviews ongoing* | **Start date ASAP**

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