

WE'RE HIRING A CAFÉ/KITCHEN ASSISTANT



**We're looking for a passionate foodie with experience
in a commercial kitchen to join us working in our
social enterprise, The Hideaway Café**

**Are you passionate about making good 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 Pavillion, 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 café and related income generating activities.

The daytime café 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 new opportunity to be part of our 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', is written over a light blue horizontal line.

Misty, CEO



CAFÉ/KITCHEN ASSISTANT

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 enthusiastic individual to support the Café Manager and Supervisors to prepare food to high standards and help maintain The Hideaway Café'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 per hour, depending on experience

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Role Description Café/Kitchen Assistant

The role of Café/Kitchen Assistant 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 and Supervisors to ensure the team serves excellent coffee, in a beautiful park setting, helping The Hideaway to maintain its excellent reputation.

As Café/Kitchen Assistant you will be expected to:

Supporting The Hideaway Manager and Supervisors you will be expected to have the following responsibilities:

Food Preparation

- Prepare and deliver food orders in an efficient and timely manner.
- 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.
- Prepare and heat food, ordered by customers, according to the set menu.
- Prepare external food orders or picnic baskets, as required.
- Maintain kitchen systems, including those for preparation, washing up and storage.
- Support the Café Manager and Supervisor to develop seasonal menus and menu items to celebrate calendar events.
- Ensure stock is managed effectively with limited waste.
- Support the Café Manager and Supervisor to ensure margins are maximised through minimising waste, careful ordering and creative menus.

Food and Hygiene Standards

- Ensure the kitchen is run to a high standard of excellence, enabling the highest level of operation and customer service.
- Maintain a clean and tidy kitchen space at all times.
- Clean food preparation/servery areas and equipment and wash up crockery, cutlery, pots and pans as needed.
- Complete daily kitchen cleaning and food checks, as per the schedule.
- Ensure all health & safety requirements and food safety standards are met.
- Follow food rotation and waste management procedures.
- Adhere to all policies, including for Health and Safety, Safeguarding and Food Safety.
- Follow kitchen procedures closely to prevent cross-contamination of foods and allergens.
- Achieve & maintain an excellent food standards rating.

Team Support

- Act as a positive role-model for our youth team, volunteers and work experience students.
- Support volunteers and youth team in their roles.
- Ensure all food prepared is of the highest quality and presented to a high standard.
- Fulfil food orders and assist the youth team in doing so in a timely manner.
- Support the wider team to prepare food as required.
- Be aware of customers' needs at all times and help when required.

General and Wider Charity Involvement

- 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).
- Be passionate about the vision of The Hideaway Café.
- 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

- Passionate about good coffee and food
- Knowledge of allergens and different dietary requirements
- 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
- Impeccable standards of personal hygiene with a smart, clean appearance
- Enthusiasm to develop skills and knowledge, as well as adaptable to change and new ideas / processes
- Ability to work unsupervised to a high standard

DESIRABLE

- Current Food Hygiene and First Aid Certificates - *although training will be provided if not*
- 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
- 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 Hideaway Cafe. 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
- ★ A training programme that develops your skill base
- ★ Regular line management and supervision
- ★ Flexible working arrangements, where possible
- ★ A nurturing and supportive team

Hours: 20-30 hours (part time) | Salary: £10 per hour



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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