

WE'RE SEEKING A **CAFE MANAGER**

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



JOIN THE TEAM!

THEHIDEAWAY.CAFE

The Hideaway Cafe | 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 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 the Cafe 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 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 tasty 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. Having recently celebrated our 3 year anniversary, 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,

Daniel Setterfield, CEO



CAFE MANAGER

OVERVIEW

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

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: Full Time, 33.5 hours per week | Salary: £30,000 pro rata

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Role Description

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 two similar, but distinct purposes and excellent working relationships between these are essential. This role is responsible for the daytime café and related income generating activities.

An initiative of the Matrix Trust, our café has built an excellent reputation, with the vision 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 welcoming environment, and an eco-friendly, low waste ethos.

The Café is open 5 days a week, 8:30am to 3pm on Tuesday to Friday and 10am to 3pm on Saturdays.

What would we expect from you?

Day-to-Day Responsibilities

- Oversee the efficient daily operation of the café, ensuring high standards and excellent customer service.
- Engage customers, take and serve orders, and drive sales.
- Ensure all health & safety and food safety standards are met.
- Maintain a clean, welcoming, and friendly environment for customers.
- Manage stock levels, place supply orders, and handle cash management, including cashing up and reporting till adjustments.
- Develop and maintain a visually inviting space with up-to-date menus and quality food offerings.
- Implement and follow food rotation and waste management procedures to minimise waste and maximise margins.
- Utilise and develop methods that encourage repeat business.
- Secure the café at the end of the shift.
- Ensure all food and drinks served are of the highest quality.
- Achieve and maintain an excellent food standards rating.
- Liaising with the Head of Operations, oversee maintenance and repair of café equipment, ensuring everything is in working order.

Customer Service

- Ensure customers have an efficient and enjoyable experience, consistently exceeding service and value expectations.
- Address customer complaints or refunds in a professional manner.
- Upsell products as appropriate and ensure the team is knowledgeable about the menu items.
- Foster a welcoming atmosphere for all customers, including regulars and first-time visitors.

Team Management

- Recruit, train, support, and lead a small team of paid staff, volunteers, and apprentices, including at-risk young people.
- Plan staff rotas, monitor performance, and conduct appraisals to recognise training needs and potential.
- Ensure the team maintains a clean, visually inviting space.
- Act as a positive role model for young apprentices, volunteers, and work experience students.
- Develop and implement staff development programmes, including team-building activities.

Café Development

- Develop seasonal menus and menu items to celebrate calendar events.
- Promote the vision of Matrix through the café.
- Be passionate about the vision of the café.
- Achieve café goals and targets set by the Board of Directors.
- Identify areas for development that will drive the business forward, keeping abreast of new concepts and ideas in the industry.
- Ensure that customers are given an efficient and enjoyable experience and that service and value expectations are consistently exceeded.
- Collaborate with marketing and business development to create promotional strategies, including social media campaigns.

Building and Event Management

- Liaise with the Head of Operations about any building maintenance about any building maintenance issues.
- Promote the hireable spaces and arrange events that enhance the café's offerings.
- Encourage use of the café by local groups such as creatives, book clubs, parents etc.
- Manage café events, ensuring the team sets up the space as required and that the hirers are properly looked after.
- Coordinate with local businesses and community organisations for partnerships and events.

General and Wider Charity Involvement

- Be a proactive part of the wider Matrix team, getting involved in projects that benefit the mission of Matrix, such as fundraising activities or team projects.
- Ensure knowledge of current Matrix projects and their impact.
- Participate in community outreach programmes and initiatives that align with the café's social enterprise goals.

Team Expectations

This post-holder will be employed by the 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.

What we offer you

- 5 weeks paid holiday, plus bank holidays
- Training that develops your skill base (as needed)
- Flexible working arrangements, where possible
 - A nurturing and supportive team
 - A staff discount

Hours: Part-Time, 33.5 hours per week

Salary: £30,000 pro rata

Person Specification

Who are we looking for?

ESSENTIAL

- Passionate about food and coffee.
- Friendly, outgoing, and entrepreneurial, with a drive for growth.
- An excellent leader with experience in recruiting, training, motivating, and retaining a great team.
- Familiar with best practices in health & safety and food hygiene (HACCP).
- Highly organised, with an eye for detail and high standards.
- Financially astute and experienced in managing a team.
- At least 2 years' experience in a café, bar, or restaurant, and at least 2 years' experience as a supervisor, assistant manager, or manager.
- Excellent management and communication skills, with impeccable levels of health & safety and hygiene.
- Good IT skills and barista trained.

DESIRABLE

- Current Food Hygiene and First Aid Certificates.
- Experience in a quality café where high standards and customer experience are prioritised.
- Prior experience running a successful café.
- Exposure to a high revenue, high footfall business.



JOIN THE TEAM!

HOW TO APPLY

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

Any questions, just give Dan a call on: 07534 134129

Closing date: 23:00, 30th July 2024

Start date: TBC

Please note we reserve the right to close this role should we receive a sufficient number of applications.

Please apply as soon as possible to be considered.

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