



'Home' is a registered charity and community space, with a lovely little café at the heart of it. We're located in the centre of Didsbury village in South Manchester, in the entrance space of Emmanuel Church. Our café is open five days a week and serves a full menu of fresh, home-made food and barista coffees and specialty teas. Other than the core, Home staff-team the café is run by volunteers – this is key to our vision and ethos, and we currently have around 40 volunteers involved in some way.

Home runs a wide range of events and activities and is a well-established community space for groups as varied as a Dementia Café, musicians cooperative, baby massage and mindfulness meditation workshops. Our community space – the 'Living Room' - is provided at no cost to groups and individuals who want to do something good for local people and the community as part of our vision to resource and enable people to get engaged.

Our hope is always to provide a space at Home that points to something deeper. We're not just a café – we're built on a set of values that point to our belief that another, better world is possible. A world where business is re-imagined, where all people are valued and know they have somewhere they can be 'known' and belong, where the environment is cared for through policy and procurement, where community is made stronger and people are happier.

Home opened in April 2015 and we're now looking to increase our capacity to deliver our vision and hopes for Home by recruiting a highly competent new member of our core team.

- We are seeking to appoint a **Shift Leader** - someone who will be able to support the Café Manager to run the café to a consistently high standard and be proactive and creative in making Home a great place for volunteers to work and customers to visit.

**How to apply:** Please read the attached role description and person specification, and if you think you could be the person for the job we want to hear from you! Please email a copy of your CV and a completed application form to [miriamjonestonga@gmail.com](mailto:miriamjonestonga@gmail.com)

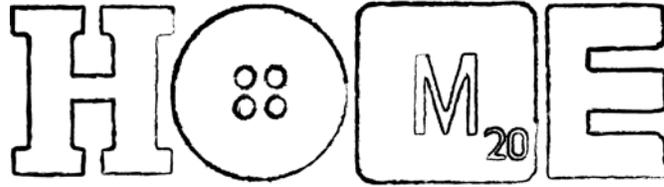
**Closing Date for applications: Monday, 29 May 2017 at 5pm.** You will be notified via email by Wednesday 31 May whether you have been selected for interview.

**Interviews:** Friday 2 June

Miriam Jones

Trustee, Home Community Cafe.

May 2017



## Role Profile: Shift Leader

### Home Community Café

#### Job Description:

#### Main Purpose of Job

The shift leader will work with the Café Manager and Trustees to further deliver the vision of Home. They will manage a team of volunteers in creating an atmosphere that is welcoming, relaxed and friendly. A key aspect of the role is leading and serving whilst reliably taking on every aspect of the running of the cafe when they are on duty ensuring that high levels of customer care and quality are maintained.

#### Key Responsibilities

1. Leading the team in service during opening hours
2. Managing volunteers, delegating tasks, ensuring adequate staffing levels in all areas of preparation, service and cleaning
3. Food preparation, serving customers and cleaning
4. Ensuring high quality service, food and drink
5. Ensuring that stock levels are maintained
6. Monitoring sales and any other valuable information such as footfall at different points of the day
7. Liaising on a day-to-day basis with event/meeting organisers who have booked a space
8. Opening & closing the café in line with defined protocols

9. Administrative support to the Café Manager to include:
  - o calendar organisation and Living Room bookings
  - o group liaison and enquiries
  - o invoice management (customers and suppliers)
  - o support for social media activity
10. Ensuring that the Café meets its contractual obligations as described in the lease agreement, and that the space is respected
11. Ensuring that health & safety and all other legal requirements are met
12. Completing all relevant documentation and recording of data for HACCP (food safety).
13. Additional duties and hours as agreed in advance with the Café Manager.

### **Person Specification**

1. A welcoming, warm community minded person who shares the values of Home Café.
2. A flexible and emotionally mature person with an ability to connect appropriately across a diverse spectrum of individuals, team members and groups.
3. Clear and engaging communicator both in groups and on a one-to-one basis with excellent listening skills.
4. A desire and the ability to get the best from others and to develop, delegate and resource individuals and teams. Someone who will delight in other people's success
5. Well-organised and reliable with the ability to plan-ahead, focus on the important and meet deadlines.
6. Awareness of own strengths and weaknesses and the humility to learn from colleagues
7. IT competence and ability to use a range of social media including Facebook, Twitter, Instragram and photo apps. A Home Macbook is available and other Apple kit is used for operational activity so expertise on Apple products required.

8. Sense of humour and capacity to rejoice in and enjoy life, whilst managing work and other commitments
9. Experience is desirable in: business and the café/catering industry and supervisory management.

**Notes:**

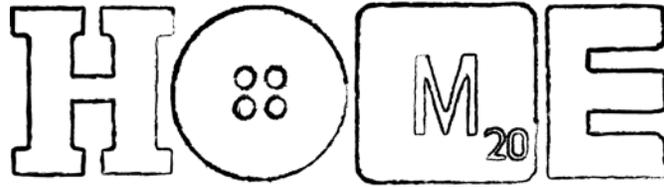
- a) Neither the Job Description nor the Person Specification form part of the Contract of Employment.

**Contract**

- 15 hours per week to include 3 shifts (@ 4 or 5 hours) and 2 hours administrative support
- £8.45 per hour (Home is a Living Wage employer)
- Permanent post subject to a satisfactory three-month probation period.

**Place of Work:** Home Community Café, Didsbury.

**Reports to:** Home's Café Manager.



Application for employment as Shift Leader at Home Community Café

Surname:

Other names:

Address:

Postcode:

e-mail :

Telephone:

**Education and training**

Education

Details and results of any qualifications

Further education (e.g. college, university, other)



Yes

Please tell us if there are any 'reasonable adjustments' we can make to assist you in your application or with our recruitment process.

The interview is scheduled for **Friday 2 June 2017**. Please confirm your availability on this date and whether there are any other dates when you will not be available for interview.

### References

Please provide the name and contact details (e-mail and mobile) of two referees, one of whom should be your current or most recent employer

**Ref 1**

**Ref 2**

I can confirm that to the best of my knowledge the above information is correct. I accept that providing deliberately false information could result in my dismissal.

**Signature**

**Date**

Home Community Café. Emmanuel Church, 6 Barlow Moor Road, Didsbury. M20 6TR.  
Registered charity no. 1161501

**Further information (use as required)...**