



Café Manager at Next Door Hextable

### **ROLE DESCRIPTION**

**Role Title:** Café Manager

**Responsible to:** Board of Directors,  
Next Door Hextable,

**Location:** Hextable, Kent. BR8 7RH

**Hours of work:** Full time

**Remuneration:** £24,000- £27,000 pa  
(dependent on skills and experience)

**Next Door Hextable is a new community space in the heart of BR8.** Our commitment and passion are to create a place of welcome and community that serves excellent food and drinks at accessible prices across a six-day week. A bright, light, and attractive space with a great food offering wrapped around exceptional service. Think bakes, brews and bowls!

Our core values as a church family and the sponsoring body underlying this whole venture are loving God, growing family and increasing hope. This runs through the heart of everything we do. Next Door Hextable is very much part of the missional presence of our church family with increasing presence, resources and signposting for the good of all in this corner of NW Kent. Our consistent partnership working with other groups and statutory bodies will only increase, and you'll be central to these collaborations.

The Manager of the cafe has overall responsibility for the performance of the café. You will relish leading a small team of colleagues, most of whom will be volunteers; therefore your ability to enjoy leading and working with others to achieve a common goal and sharing duties is vital to the success of this venue. Assisted by a second part-time staff member, we are looking for someone with some experience, whole-hearted passion and a great attitude to lead on this. Curating beautiful food, great drinks, and caring service for the public requires someone immensely practical, who also has a solid operational head and can organize and plan excellently.

Ensuring the cafe is profitable, whilst linking with our wider team of Community Directs, is a given for this role, as is loving and serving our community, customers and all who come through the door! We want to realize the many conversations we had about the potential in this area so that our new community hub becomes the go-to place for people to gather and experience a warm and generous welcome.

You will oversee the operations of the café on a day-to-day basis. This involves developing and maintaining excellent hospitality standards so that Next Door Hextable is a fantastic place to be and all wish to return. You will foster excellent relationships with community partners and suppliers. Managing stock levels and conducting regular stock takes will be within your remit. You will also be responsible for due diligence, health & safety, including records, and maintaining targets and budgets to ensure profitability.

As line manager for the team, you will know how to lead by example and be able to be hands-on to carry out the tasks that need completing. You will oversee daily operational matters as well as recruiting and training new staff.

### **Who?**

If your skillset and bias towards people in life, faith, and leadership are real, with an ability to inspire your team and stakeholders around our core values, we would like to hear from you. Even when under pressure, you will have a can-do attitude, able to deliver great customer service and ensure all meet aspirational values in a sparkling new facility being completed at the close of December.

You will have experience in a management role, preferably in a hospitality environment. A great attitude is everything! Barista training would be a huge advantage for this role, but basic skills can be built upon through training with our coffee partner. Likewise, health & safety certification would be helpful, but we can provide courses if needed. You need to be eligible to work full-time in the UK and fluent in written and spoken English.

As Next Door Hextable is owned by St Peter's and St Paul's Church, there is a genuine occupational requirement that the postholder is a committed Christian.

### **Probation Period and Holidays**

- You receive 28 days of paid holiday per annum.
- We may at times require you to take holiday at specific points of the year or to avoid taking holiday at certain times.
- Your probationary period is for six months.
- Annual performance incentives will be offered.

### **GENERAL RESPONSIBILITIES**

- Provide excellent customer service at all times.
- Working proactively with other team members to identify areas for enhancement and improvement of the project.
- Be responsible for leading the team on compliance and best practice in food allergies and intolerances and avoiding cross-contamination when managing and serving food.
- Be supportive and encouraging of young people and their personal and workplace skills development if any are involved in the project.
- Be conscious of and responsive to the needs and challenges faced by those who are vulnerable due to age or disability, ensuring that all are treated with respect and kindness and that safeguarding policy and best practice are adhered to at all times.
- Work according to the organization's policies and procedures, understanding their relevance in delivering and developing services to colleagues, customers, and clients.
- Attend training sessions, meetings and reviews as required.
- Ensure appropriate clothing/uniform and footwear is worn at all times.
- Ensure high standards of personal hygiene and appearance.
- Receive deliveries and unpack and store contents appropriately.
- Observe timekeeping and arrive on time for shifts.
- Ensure all concerns and complaints are passed on immediately to the relevant person.
- Perform general cleaning tasks in accordance with any cleaning rota.

- Undertake other duties consistent with the role or as requested by line management.

## **QUALIFICATIONS, EXPERIENCE & SKILLS**

You will need to be proactive, dynamic and committed, striving to achieve and to motivate others. You will want to make a positive contribution to the project by ensuring your work in this role is successful.

In addition to this, you will ideally have:

- Self-motivation, ability to work under own initiative, leading and working well as part of a team and take responsibility for developments.
- Proven experience in catering and hospitality, ideally in a café environment.
- Experience of working in a community engagement environment.
- Safeguarding certification.
- Food hygiene training and certification.
- Good communication and interpersonal skills.
- Good management and leadership skills.
- Good organizational skills with the ability to work under pressure.
- Experience of working with people from diverse backgrounds
- Have diplomatic negotiation skills and the experience to deal with difficult situations should they arise.
- Have good skills in planning, time-management, delegation and supervision.
- Be a person of wisdom and integrity, foster excellent relationships with the local community, and be an outstanding ambassador for this wider Christian venture.