

QEPark Baptist is a lively Christian church planted in a well-established Estate in North Guildford. Our Café – Refresh - is at the forefront of the Church's community engagement and seeks to express our values through practical service to others.

We are seeking a highly motivated Assistant Manager who can bring their work, life and faith experience to further develop our much-loved café.

Summary:

Our Assistant Cafe Manager oversees the daily operations, manages staff, ensures customer satisfaction, and maintains financial and operational efficiency in a café setting

Role:

To Assist our highly experienced Café Manager with these Key Responsibilities:

- **Daily Operations Management:** Helping to oversee the smooth functioning of the café, including opening and closing procedures, equipment maintenance, and maintaining cleanliness and hygiene standards.
- **Staff Management:** Facilitating the hiring, training, scheduling, and supervising employees such as baristas, cashiers, and kitchen staff. Motivating and leading the team to ensure high performance and a positive work environment.
- **Customer Service:** Ensuring excellent customer experiences by monitoring service quality, addressing complaints, and fostering customer loyalty.
- **Inventory and Supply Management:** Tracking stock levels, ordering and coordinating supplies to maintain adequate inventory of food, beverages, and café essentials.
- **Financial Oversight:** Aiding the Café Manager to manage budgets, monitor daily sales, analyse financial reports, and implement strategies to meet sales targets and profitability goals.
- **Health and Safety Compliance:** Maintaining sanitation standards, ensuring compliance with health regulations, and creating a safe environment for staff and customers.

Required Skills and Qualifications

- Strong leadership and interpersonal skills to manage and motivate staff effectively.

- Experience in the hospitality or food service industry, preferably in café or restaurant management - ideally both back and front of house
- Knowledge of ancillary regulatory requirements in relevant areas of Health and Safety + Food Safety
- Knowledge of inventory management, financial tracking, and customer service best practices
- Qualification or experience in hospitality management, business management to NVQ Level 3 or equivalent (or related fields)
- The Church deems this role as pivotal in delivering its vision and mission. The successful candidate will need to be a practising Christian as the position will qualify as a **Genuine Occupational Requirement** under the Equality Act 2010

Salary

- Assistant Cafe Manager salary is approximately **£27,500** though this may vary based on experience
- Hours of work - 40 hours per week over five out of six days excluding Sundays
- Full-time, permanent role

About You:

You're someone who loves coffee & café style food, thrives in hospitality, and knows how to bring out the best in a team. You lead by example, and care deeply about creating memorable customer experiences

- A committed Christian in fellowship with a local church
- Previous experience in the hospitality industry as a manager or assistant manager with the ability to cook and prepare short-order tickets
- A genuine passion for café style food, coffee, people, and hospitality
- Strong leadership and team development skills
- Confidence working in a fast-paced environment
- Excellent organisation and communication skills
- A hands-on approach with high standards and attention to detail
- Flexibility to work weekdays and Saturdays
- Strong problem-solving skills and the ability to make sound decisions under pressure

- A desire to learn, grow, and progress within a fast-growing company
- Easy travel to Guildford and fully authorised to work in UK

Benefits:

- Competitive salary
- Brilliant training and development to get you up to speed in your role and beyond
- A supportive, friendly team environment
- 4 weeks holiday, plus 8 UK bank holidays
- Progression opportunities within a growing business
- Free food and drink whilst on duty, employee discount when not working
- The opportunity to be part of one of Guildford's hidden gems operating in the heart of the community

Additional Information

If you have a passion for good quality food, coffee and proven strong leadership skills, we'd love to hear from you.

Please send your CV (and a cover letter) to refresh@qeparkbaptist.org.uk and we will be in touch.

Apply today.

Closing date 5th October.