



**Position:** Café Manager

**Status:** Full Time – salary, Initially 12month contract

**Award:** Restaurant Industry Award

**Responsible to:** Senior Pastor, King's Baptist Church

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## Context

The shared life between King's Baptist Church and King's Baptist Grammar School, taking place under the banner of "The King's Community" provides both the church and school with a number of new ministry opportunities.

*"The King's Community is a Jesus centred community that inspires hope by creating opportunity for people and families to do life better, together."*

The first element of this joint community expression is the co-development of new facilities that will house an Early Learning Centre, Auditorium, Allied Health Services, and the development of the new church café (which is currently under construction) to become the "front door" for The King's Community 7 days a week.

Embodying the church's values of being a "Life Giving Family" it is envisioned that this will be achieved by:

- Extending the invitation and hospitality of the gospel message of Jesus, through
  - The provision of welcome and excellence in hospitality and,
  - By creating a tangible space for community interaction and friendship.

With these purposes in mind, the King's Baptist Church is seeking a Café Manager to lead this exciting new opportunity.

## Position Purpose

### *Set Up*

The café manager will initially lead the creation of the new café drawing from previous experience and will lead the process with all the necessary steps to opening the new Café.

### *Ongoing Development and Management*

Once the café is established and operating, the manager will be responsible for all aspects relating to the ministry of the café. They will utilise their education, experience and skills in both business and hospitality to build a positive culture of service excellence and teamwork, whilst strategically implementing a business plan that has the long-term capacity to contribute financial resources back to the King's Community, for the purpose of further mission.

## Key Responsibilities

Whilst managing their own team, the café manager will also understand themselves as a key leader within the wider ministry team of King's Baptist Church, fostering relationships with the staff, students, and families of the King's Community, so as to enhance the capacity of the café to fulfill its objectives as stated.

Key areas of responsibility include but are not limited to:

Key Areas	Key Responsibilities	Expected Outcomes
<b>Café Creation</b>	<ul style="list-style-type: none"> <li>• Develop the creation of the Café, including the branding, customer experience, menu etc.</li> <li>• Develop a business plan for the Café in liaison with Church Leadership</li> <li>• Oversee the design and fit out of the café</li> <li>• Recruit key staff (I.e. cook/chef)</li> <li>• Secure key suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• On budget and schedule</li> <li>• Costed menu</li> <li>• Staffing plan to fit with the overall business plan</li> <li>• A business plan is developed that considers the stated vision for the Café within the King's Community environment</li> <li>• Have café signed up with required suppliers</li> </ul>
<b>Develop Culture</b>	<ul style="list-style-type: none"> <li>• Develop staff and team 'ethos' i.e. ways of working together that displays (to customers and community) the values behind the café purpose. These include – welcome and invitation, belonging and friendship, care, positivity, service.</li> </ul> <p>It is expected that the team would develop practices to support each other and the sense of ministry of the café.</p>	<ul style="list-style-type: none"> <li>• Attention to staff development especially of the 'customer experience and service'.</li> <li>• staff practices of prayer, mutual support, attention to needs of customers.</li> <li>• Attention to the customer experience (positive, engaging and inviting).</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Oversee and develop café menu and products on offer</li> <li>• Deliver an efficient and professional café service</li> <li>• Ordering café stock and consumables</li> <li>• Setting up for delivery of special events and functions</li> <li>• Oversee the maintenance and cleaning of all café spaces and facilities including the café amenities</li> <li>• Develop food and beverage packages for King's Community Catering requests</li> <li>• Ensure all café equipment is kept clean, in working order and maintained and serviced as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Superior service is provided in an efficient, friendly and professional manner</li> <li>• Exceptional coffee and fresh food is provided</li> <li>• Stock control procedures ensure freshness of produce at all times with minimal wastage</li> <li>• Out of hours / flexible work hours required for functions / special events</li> <li>• Café spaces and equipment are kept cleaned, maintained, comply with industry standards and COVID-Safe practices</li> </ul>
<b>Administration and Finance</b>	<ul style="list-style-type: none"> <li>• Develop procedures and processes relating to café operation</li> <li>• Report and review against the established business plan within the Church and Community environment.</li> <li>• Manage and oversee the financial performance of the café including cash flow, record keeping, daily balances and budgeting in consultation with the Church Treasurer</li> </ul>	<ul style="list-style-type: none"> <li>• Policies and procedures developed that guide staff to safely operate within the Café</li> <li>• Accurate financial reports delivered in a timely manner to Church Treasurer</li> <li>• Open and effective communication with key staff across the King's Community to enable successful joint ventures</li> <li>• WHS Management plan is developed and implemented</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with key staff across King's Community in relation to joint initiatives and requirements</li> <li>• Respond to customer enquiries and feedback in a timely manner</li> <li>• Ensure policies and procedures are in place and adhered to across the café</li> <li>• Ensure WHS of the venue and safe use of equipment is adhered to at all times</li> <li>• Ensure staff fortnightly timesheets are provided to Church Treasurer for payroll purposes</li> <li>• Attend Church staff meetings as required</li> </ul>	<ul style="list-style-type: none"> <li>• Risk/incident management is implemented</li> <li>• Staff are paid on time and correctly</li> <li>• Effective contribution and engagement as a Church Ministry team member</li> <li>• Action is taken to respond to and improve any financial / unexpected under performance with reference to the business plan</li> </ul>
<p><b>Leadership/ Management</b></p>	<ul style="list-style-type: none"> <li>• Recruit, lead, manage, train and develop a staff team</li> <li>• Rostering of staff to cover venue requirements and budget limitations</li> <li>• Ensure all staff employment documentation is completed and that all café staff are inducted appropriately</li> <li>• Ensure all employment screening is completed/updated as required</li> <li>• Ensure all food handling practices are in accordance with Health and Safety requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Staff team is high performing and provides exceptional customer service</li> <li>• Staff are given opportunities to grow and develop in their skills and leadership</li> <li>• Positive staff team culture is evident</li> <li>• Timely communication to staff regarding roster and shift requirements</li> <li>• All employment matters and documentation are handled in line with Fair Work, Award and other relevant legislations</li> <li>• Successful achievement of Health and Safety requirements/standards set by relevant governing bodies</li> </ul>
<p><b>Promotion/ Marketing</b></p>	<ul style="list-style-type: none"> <li>• Identify and implement strategies to attract and retain customers</li> <li>• Obtain and consider customer feedback and work to ensure a positive customer experience</li> <li>• Ensure the service is represented at relevant local community events, forums and networking opportunities</li> <li>• Appropriate mediums such as social media are utilised regularly to promote the café and it's offering</li> </ul>	<ul style="list-style-type: none"> <li>• The café service is focussed on continual growth and development, with a clear customer and community focus.</li> <li>• The profile of the café is developed and promoted within the community and further afield</li> </ul>

## **Qualifications and Certifications**

- South Australian Driver's licence
- Appropriate tertiary qualifications (Diploma or above) and/or demonstrated superior experience relevant to the position.

## **Essential Criteria**

- A personal commitment to the Vision, Mission and Values of King's Baptist Church and the King's Community.
- Interpersonal skills that portray a welcoming atmosphere, friendly disposition, flexibility and helpful manner.
- A natural affinity with people and developing successful relationships, supporting others and providing exceptional levels of customer service.
- Demonstrated experience in managing a busy café and responsibility for costings and profit margins.
- Willingness to lead and grow a Café
- Experience as a barista
- Understanding of menu options and suppliers
- Well-organised, detail-oriented and able to multi-task
- Innovative, determined and responsible
- Demonstrated experience in managing operational profit and loss responsibility
- Strong people management experience with a track record of developing and retaining personnel
- Highly developed written and oral communication skills
- Sound knowledge of WHS and Food Safety regulations

## **Desirable criteria**

- Entrepreneurial within the space of a ministry of the church.
- Demonstrated experience setting up and starting a café or restaurant from the ground up.
- Service oriented, solution focused, flexible and professionally mature.
- Ability to build and maintain meaningful connections with the local community.
- Conflict resolution skills

## **Terms and Conditions**

The Café Manager is employed under the conditions of the *Restaurant Industry Award* and salary will be negotiated dependant on qualifications and experience. The position is for an initial 12 month period and subject to the venue operating as a financially viable service.

The position is a full-time salary position and on occasions will involve evening and weekend work with the ability to negotiate overtime or TOIL in these situations.