

*“At St Mary's we are a people of prayer, learning and growing in faith together.*

*Our vision is to be a caring and welcoming church family who reach out*

*with the love of God into our local community and the world.”*

**Job Description – Tea Room/Catering Manager**

If you have a passion for food, are a strong and motivational leader who can manage a team of volunteers and you are committed to making a difference to the Church and the local community and can help the financial sustainability of a tea-room then this role is for you.

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| **Scope** | * To maintain and enhance the already successful St. Mary’s Church tea-room. * To build on the success and constantly strive to improve the way the tea-room runs. * To explore ways to continually generate income. * To be innovative and forward thinking for the future of the tea-room. * To encourage and motivate volunteers. |

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| **Purpose** | * To lead a team of volunteers to ensure the tea-room is run to its full potential. * To keep up to date with the day to day running of the tea-room. * To provide a tea-room/catering service to our local community. * To encourage more people to visit the tea-room. * To build on good relations between the Church Congregation, English Heritage (?Heritage England) and the wider community. * To engage with the community and further afield by advertising the tea-room, making people aware of the tea-room and what it offers for not only the local community but the wider areas. |

The key role is to work effectively and efficiently to ensure the smooth running and day-to-day working of a volunteer-led team in the tea-room.

The duties will involve some administration work but mostly catering work to meet the needs of the Church, to reach out to the wider community and to build on the success of the Church finances by maximising sales and encouraging customers to return.

**RESPONSIBILITIES (CATERING AND ADMINISTRATION)**

* To provide an excellent food and beverage menu in the tea-room.
* To organise the tea-room layout.
* Keep up to date with “seasonal” trends paying particular attention to what children require to eat and drink.
* Plan menus in consultation with the volunteers and PCC.
* Monitor the quality of the food and the service provided.
* Publicise the tea-room, be forward-thinking where advertising could be at the most optimum to achieve more visitors.
* Work closely with English Heritage and form close relationships ensuring they are aware of what the tea-room provides for food and beverages, opening hours what promotions are on offer.
* Plan new promotions and implement them.
* Manage the food and beverage provision each day.
* To ensure compliance to Food Safety standards and procedures, including the maintenance of these records is adhered to.
* Interact with customers, ensure they are satisfied, and ask what they liked about their food experience, if they would come again and why.
* To manage a team of volunteers, to ensure there are enough volunteers on shift each day.
* To hold team meetings on a regular basis to ensure they are kept up to date with what is and will be happening.
* To ensure the volunteers have a “voice”, that they feel able to discuss any concerns
* To motivate the volunteers to ensure they feel part of a team.
* To ensure adequate volunteer levels are available to cover absences at short notice and peaks in workload, that may involve “quick-responder” or “on-call” volunteers
* To ensure adequate volunteer cover in the absence of the manager (i.e. when visiting the cash and carry or day off).
* To record all expenditure on a spread sheet.
* To prepare reports for the PCC on a quarterly basis such as expenditure, what has gone well and what not so well and why.
* To keep an accurate record of stocks and supplies.
* Delegate roles to the volunteers to ensure the day to day smooth running of the tea-room.
* Respond to any customer enquiries and complaints in a professional, calm manner.
* To keep accurate records of any issues, for example complaints, absences, etc.
* To keep an accurate record of all rotas
* Be responsible for ensuring all statutory training is up to date for all volunteers such as Health and Safety and Food and Hygiene.
* Work closely with the treasurer to keep a day to day record and running total and implement a way of cashing up and undertaking the banking ensuring the Church procedures and arrangements for this are adhered to at all times.