



Job Description

Department: STN Trading Ltd

Job Title: Sanctuary Coffee Stop : Manager (Maternity Cover)

Introduction: The Sanctuary Coffee Stop sits within the Sanctuary at St Albans Church, Grove Walk. It provides hospitality and refreshments for users of the Sanctuary and supports the programme of events and ministry organised by the site pastor and assistant. The Team Leader will lead and develop the team of volunteers who work in the coffee stop at the Sanctuary. They will take responsibility for the efficient running of the coffee stop, including hygiene and other regulatory compliance, stock ordering and control and accounting for income.

Hours of Work: Part Time 19 hours per week. The Coffee Stop will need to be open from 10am-1pm Tuesday - Saturday, with the church remaining open until 4pm with refreshments available (self service).

Holidays: 25 days (pro rata) plus bank holidays

Location: Sanctuary, St Alban's Church, Grove Walk, Norwich

Responsible to: CEO STN Trading Ltd : Terry Huggins

Relationships:

Internal: STN Trading Ltd CEO (strategic direction / performance accountability) Liaison with the Site Pastor (Revd Dave Lloyd) and assistant (Nicola Ford) to support the Sanctuary programme and vision. Support STN staff and volunteers who are organising events at the Sanctuary Volunteer coffee stop workers from the Church and Community Work Experience Placements from STN Trust or other approved organisation.

External: Organisations working in partnership with St Thomas Church, Norwich. Individuals and organisations served and encountered through the work of STN .

Job Summary/ Background: St Thomas, Norwich is a lively church in the centre of Norwich reaching both the local community and more widely across Norfolk. STN is part of The Church of England and within the Diocese of Norwich and is part of the wider network of churches associated with Holy Trinity Brompton. Our Vision is to Connect with God, Connect with each other and Connect with the world. St Thomas is part of a wider vision to see the evangelisation of the nation, revitalisation of the church and the transformation of society. STN Trading Ltd is a not for profit company wholly owned by the church which is responsible for the church's quasi commercial activities.

Main Duties:

1. To take responsibility for the day to day running of the Sanctuary Coffee Stop (“aka the cube”) serving visitors to the Sanctuary with refreshments.
2. To develop, build and train a body of volunteers from the church and community who will work alongside the postholder in the preparation and service of food and drink. Training will be in practical skills and also in the values, attitudes and “why” of working in “the cube”.
3. To agree a limited number of work placements from STN Trust and other organisations for individuals who we will support according to their needs. This might be because they are on a route back into work or because of special needs or language skills they need a supported work experience. This will require feedback with the placing organisation.
4. Ensure standards in the quality of food and drink, hygiene, safety and general cleanliness are maintained and that hygiene and safety regulations are complied with.
5. To order stock and ensure necessary products are always available and waste in minimised.
6. To account for daily income and expenditure and ensure financial probity.

7. To open the coffee stop on a regular basis at advertised times for those who just “drop in” and at other times when needed to support events happening at the Sanctuary.

8. To liaise with the church site pastor and assistant site pastor who will take responsibility for the events happening in the Sanctuary and the ministry to visitors. The Coffee Stop will serve these events.

9. To liaise with the churchwardens and “building team” (in development) to bring to their attention any matters with the building requiring their intervention.

10. To ensure that during times that the Coffee Stop is open the cleanliness of areas used by customers and at all times the cleanliness of “the cube”. n.b. the church space (excluding the cube) is cleaned daily and should be ready and clean at the beginning of each day - this is not the postholder’s responsibility.

The Postholder :

The postholder will be the “face” of the Coffee Stop and will therefore most importantly need to lead by example. He or she will

- a. show exceptional skills in the preparation and service of coffee, other drinks and food.
- b. demonstrate a visible example of what it means to offer the Sanctuary’s mission for giving “Outrageous Hospitality”.
- c. set a “light” culture of fun, excitement, excellence, quality, inclusiveness, belonging that encourages volunteers and customers to cluster around.
- d. demonstrate loving care of volunteers, work placements and customers.
- e. in areas of hygiene and finance pay attention to detail and following correct procedures

THIS JOB DESCRIPTION IS NOT AN EXHAUSTIVE DOCUMENT BUT IS A REFLECTION OF THE DUTIES AND RESPONSIBILITIES APPLICABLE AT THE TIME OF ISSUE. Details and emphasis are subject to amendment and revision in the light of the changing need of St Thomas, Norwich.