

The Cosy Coffee House Manager

Role Overview:

The Cosy is an Independent coffeehouse located in The Lighthouse in the heart of Woking Town Centre. The Lighthouse is a large 4 storey building built in the early part of the last century. It was lovingly refurbished and revitalised in 2011 into a community space that's now filled with kindness, belief, and hope. Run primarily on the generosity of donations and volunteers, it's a living expression of love in action, a vibrant hub that hosts a range of creative projects to support, encourage, and empower those who find themselves on the margins.

The Cosy sits alongside the projects in The Lighthouse and has its own beautifully created and separate space, including a roof terrace, for people to come and relax in. The purpose/vision of The Cosy is to attract and encourage people to visit The Lighthouse to experience something of the vibrant atmosphere and engage with the work of The Lighthouse, whilst enjoying the finest of coffee, teas, cakes and light lunches. Profits from the operation of The Cosy are used to sustain the work of The Lighthouse.

After 3 years of growing success, The Lighthouse Leadership Team have decided that they now need a Cosy Manager to take The Cosy to the next stage. In this, The Leadership Team are looking for a person who would see it as their mission, passion and joy to develop The Cosy into the go-to Independent Coffee House in Woking, attracting people from near and far to experience something of The Lighthouse.

Role Responsibilities:

The following are the key responsibilities:

1. Leading and developing The Cosy to become the go-to Independent coffeehouse in Woking, attracting people from near and far to experience something of The Lighthouse. This will involve:
 - Working with The Lighthouse Leadership Team to develop objectives, strategies and actions to support the purpose/vision for The Cosy
 - Overseeing the implementation of the strategies and actions to support the vision and ensuring objectives are met
2. Leading and nurturing the volunteer Cosy Team. This will involve:
 - Developing a strong sense of team spirit amongst the volunteers
 - Further embedding and strengthening the culture of welcome and care that the team have for those visiting The Cosy
 - Overseeing the recruitment and training of volunteers
 - Maintaining the Cosy Team rota, ensuring that The Cosy is always adequately staffed
3. Managing the day-to-day operations of The Cosy, including opening & closing, maintaining drink and food stock, liaising with suppliers, equipment and food preparation area cleaning, maintaining daily/weekly/monthly financial records and interaction with the bank.
4. Acting as the Food Safety Officer. This will involve:
 - Maintaining and developing procedures
 - Using dedicated food safety software to maintain necessary records
 - Ensuring relevant training is undertaken
 - Liaising with the Woking Council Environmental Health Officer

5. Managing outside requests for hire of The Cosy. This will involve:
 - Responding to requests and advising whether or not the hire can be accommodated
 - Where hire is agreed, ensuring The Cosy is arranged to meet the requirements of the hire.
6. Preparing an annual budget for the operation of The Cosy and managing spend against the budget.

The Individual:

We are looking for a person with the following attributes and experience:

- Empathy with, and ability to model, The Lighthouse mission and values, which include compassion, dignity, acceptance, and a love for all
- Ability to lead and maintain a strong customer focussed team of volunteers
- Servant hearted
- Confidence to take initiative, be resourceful and take decisions to ensure the day-to-day success of The Cosy is maintained and the vision for The Cosy is supported
- Experience of working in food/drink customer focussed service organisations. Experience as a barista, although not essential, would be beneficial.
- Familiarity with food safety requirements. Experience of being a Food Safety Officer is not essential.
- Experience of setting and managing budgets.

The Lighthouse is founded on and driven by its Christian values and ethos, as it seeks to express the love of God in action. Although we have volunteers of all faiths and none, the leadership nature of this role requires that the post holder shares our Christian values and ethos, having a heart to pray for the projects and all that goes on in The Lighthouse.

Hours:

Currently, The Cosy operates for 4 days a week (Monday – Thursday) from 10am to 2.00pm. With opening and closing activities, the Manager will need to start at 9.30am and finish at 2.30pm. This equates to 20 hours per week and would be the minimum hours on starting. We are looking to increase these hours by extending The Cosy opening days/hours and we are therefore looking to recruit someone who has the capacity to extend their hours. This to be discussed at interview.

Annual Leave:

In conjunction with the discussion around hours, this to be discussed at interview.

Salary: To be confirmed. Starting salary to be based on 20 hours per week but would rise as more hours added and revenue increased.

Reporting Line: The person will report to Rebecca Jespersen, a Director of The Lighthouse