

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.

The Cosy has been closed for a year due to the pandemic, and so The Lighthouse is looking for a Cosy Manager to reopen the coffeehouse, rebuilding its client base, rebuilding the volunteer team of staff, and rebuilding its vibrant atmosphere. In this, The Lighthouse is looking for a person who would see it as their mission, passion and joy to develop The Cosy into the go-to Independent coffeehouse in Woking. As The Cosy is not visible from the street, we require someone with networking and marketing skills to attract 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 relaunch of The Cosy which will attract local people and businesses
 - Overseeing the implementation of the strategies and actions to support the relaunch and ensuring objectives are met
 - Engage in local promotion e.g. media write ups, posters, street promos, all marketing opportunities to promote The Cosy and encourage footfall
2. Leading and nurturing the volunteer Cosy Team. This will involve:
 - Developing a strong sense of team spirit amongst the volunteers, some of which will be existing and experienced team
 - 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 including team leaders for each day to ensure overall consistency of values, service and standards. This includes food and drink prep and hygiene, use of the till, cleaning of equipment and café, keeping up to date with Covid 19 rules and regs on hygiene, sanitising, handwashing, masks and social distancing
 - Building self-confidence in the team leaders and collectively empowering them to make decisions to create a culture of communication, self-worth and excellence within The Cosy team
 - Maintaining the Cosy Team rota, ensuring that The Cosy is always adequately staffed
3. Managing the day-to-day operations of The Cosy. This will involve:
 - Opening & closing each day or empowering team leaders to do this

- Decision making on menu served and maintaining drink and food stock, liaising with suppliers
- As The Cosy is run by volunteers ensure there are clear instructions on every aspect from how food is prepped and served to cleaning standards as well as encouraging good communication
- 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 as a venue for private events. This will involve:

- Promotion of The Cosy to businesses and individuals via social channels, media and networking
- 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
- 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
- Excellent communication and marketing skills
- Experience of working in food/drink customer focussed service organisations. Experience as a barista, although not essential, would be a significant advantage.
- 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:

The Cosy has been closed since the first lockdown. We are now looking to re-open in early June and are looking for someone to start in May to prepare for re-opening. This will require re-stocking, cleaning and developing volunteer rotas. Initially, we would like to work towards opening Monday to Thursday from 9.30am to 2.30pm which will require the Manager to start at 9am and finish at 3.15pm (25 hours per week). We will assess opening days/times as we build our volunteer team and progress to a non-socially distanced place of operation. We can discuss this in more detail at interview.

Annual Leave:

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

Salary: Starting salary to be based on 25 hours per week but would rise as more hours added and revenue increased.

Reporting Line: The person will report to Lucy Greenland, the Lighthouse Centre Manager. During the relaunch phase, the person will also work closely with Rebecca Jespersen, a Director of The Lighthouse.