



The

HORNBEAM

community cafe and
environment centre

<http://www.hornbeam.org.uk>

Job title:	Café coordinator
Reports to:	Staff co-ordination team & management committee
Responsible for:	Café project, Café volunteers
Employer:	Hornbeam Environmental Centre
Salary:	£11.50 per hour
Base:	Hornbeam, 458 Hoe Street, London E17 9AH
Working Hours:	21 hours per week, flexitime as appropriate.
Annual Leave:	20 days per year plus statutory bank holidays (pro-rata).
Contract:	Fixed term one year contract in the first instance. The period of notice is one month in writing on either side. There is a probationary period of three months.
Equal Opportunities:	Hornbeam serves diverse communities and welcomes applications from women, black and ethnic minorities, people with disabilities, lesbians and gay men so as to build up a representative workforce.

Date Issued: February 2014

The Hornbeam is a community space for the delivery of projects and initiatives that take action on environmental and social issues. Our café serves affordable vegan food cooked fresh from local and organic ingredients, and focuses on developing volunteering and training opportunities. We are looking for someone who can combine their passion for good food with a commitment to valuing volunteers, supporting them to develop skills and collectively create a sustainable enterprise.

The café coordinator role is part of the co-ordination team. Members of the team are each responsible for a particular project and are jointly responsible for co-ordinating activities, development of the Centre, and ensuring that Hornbeam is well run, efficient and welcoming to new and existing users.

The Café Co-ordinator will take lead responsibility for the café's volunteering and training programme and developing other café-related projects that meet the Centre's aims. The café at the Hornbeam plays a crucial role in providing volunteering opportunities and an accessible community space. The café's provision of low cost healthy food, and information/training in how to make it, form a key part of the Hornbeam's Low Cost Living project and our aim to promote low carbon lifestyles. The café also works in close partnership with Organiclea in a strong and developing local food economy. As well as collaborating on produce supplies this partnership also includes delivering training for young people in the café as part of Organiclea's Food Works programme.

Deadline for applications: Tuesday 25 February 5pm

Interview date: Tuesday 4 or Wednesday 5 March

To apply: Please send a CV or employment (and volunteering) history and covering letter detailing how you meet the person specification and why you want this position to paul@hornbeam.org.uk or by post to Café Coordinator role, Hornbeam Centre, 458 Hoe St, Walthamstow E17 9AH.

For more information about this role please call 020 8558 6880 (Marlene).

Job Description: Café coordinator

Café management and volunteer coordination

- coordinate the overall running of the café, ensuring that chefs and front of house teams are working effectively together, and working with the kitchen coordinator to maintain quality and safety standards and systems for ordering and controlling stock and minimising wastage.
- develop the potential of the café as a 'work experience café', including the establishment of accredited training through volunteering, and community partnerships for training provision/paid work experience.
- take overall responsibility for supervision of volunteer provision of front of house service and support for kitchen staff. Work with the Outreach Worker to ensure that volunteer roles are clear, that volunteers are given good induction, training and ongoing support, and that kitchen staff work effectively with volunteers. Establish a clear training programme so that volunteers and young people on work experience placements get quantifiable learning outcomes from their time in the café.
- work with front of house volunteers to create a welcoming, friendly space in the café and ensure they serve customers in a timely manner, gather feedback on the food served and communicate with customers about food and sustainability issues, and about the activities and aims of Hornbeam, and other community connections. This includes responding to calls and emails.
- operate quality control for food presentation and portion size, cashing up systems, daily sales records, cleaning and recycling. Ensure good communication channels between kitchen and front of house about customer feedback, food quality, presentation and portion size. Work with front of house volunteers to test sales of new snacks or other non-food products in the café, in line with sourcing policy.
- Support the Community Engagement Worker with events development and promotion.

Café business development and financial sustainability

- ensure that the café operates within budget, improving gross profit where possible
- ensure that procedures for financial control are appropriate, effective and are maintained by café workers and volunteers through the use of appropriate methods, eg. unit prices and effective stock control systems
- liaise with the Hornbeam's finance worker to provide information required for monitoring of income and expenditure, forecasts and financial reports.
- work with the Fundraising & Development worker to finalise and implement a business plan for the café and catering operation, including development of a fundraising strategy for its work experience/volunteering element.

Other responsibilities as part of the Hornbeam staff co-ordination team

- Participate fully in the management and running of the Hornbeam, including attending regular team meetings and undertaking strategic planning with the Hornbeam Coordinating Committee
- Engage and co-ordinate the contribution of others to the development of the Centre bringing their ideas to Co-ordinating Group and helping them to drive forward activities.
- Take responsibility for organising and prioritising own work, identifying own support needs and working within the Hornbeam team to support other workers as needed
- Participate in systems to deal with cleaning, general enquiries (in person, by telephone or email), record keeping, reporting building maintenance issues and organising servicing for equipment

- Operate according to the Hornbeam's food hygiene, licensing and health and safety procedures and ensure all volunteers are trained in and observing these procedures
- Contribute to regular review of the systems set up to ensure they are working effectively and that they conform with legal requirements
- Work with others to ensure that the Centre is fully utilised and overlapping requirements of users are predicted and resolved.

Person Specification

We are looking for the following experience, skills and qualities:

Essential

- Project management experience within a small organisation - including demonstrable experience of management from strategy through to supporting implementation
- Experience of working with volunteers, including developing policies and work roles that ensure needs and aspirations are taken into account
- Experience of working in a café/catering environment
- Knowledge of food safety (or willingness to learn)
- Strong delegation and enthusing skills
- Able to work on own initiative and to work with others collectively
- Good financial skills and computer literacy
- Good organisational skills and ability to work quickly under pressure
- Approachable and friendly, and able to communicate clearly and persuasively
- Passionate about local food issues and able to communicate it
- Understanding of environmental and sustainability issues, especially around food
- Willingness to work flexibly, fitting working hours to optimise the needs of the cafe
- Committed to community empowerment
- Committed to equal opportunities for all

Desirable

- Experience of managing a catering environment, including stock management and business planning
- Experience of networking and alliance building with community groups and local activists
- Experience of organising events and producing publicity/display materials
- Experience of writing and producing educational and promotional materials
- Experience of delivering training and workshops in formal or informal settings