



THE LYTTELTON WELL LIMITED

6 Church Street, Great Malvern, Worcestershire WR14 2AY
Telephone 01684573702
Registered in England and Wales No. 02553905
Registered Charity No. 1001139

Job Description & Person Specification: Lyttelton Well Café Manager

Responsible to the Charity Development Leader

Job purpose:

1. To manage and further develop the Café as a Christian venture and part of the mission of the charity known as Lyttelton Well, providing simple high-quality refreshments in a Christian environment which seeks to provide gentle pastoral support and encouragement to its customers as appropriate (see Appendix 1: Ethos statement).
2. To function as a Cook for nominated sessions.

Organisation context:

1. Lyttelton Well is a well-established Christian charity in the beautiful town of Great Malvern. (See Appendices for our Objectives and Ethos statement.)
2. It was founded in 1993 as an inter-church initiative, and continues to enjoy the support of a range of local churches.
3. It fulfils its purpose through running a Christian Bookshop, through the services of a highly respected Counselling Service, through room hire, through participation in a local Food Bank and through the Lyttelton Well Café, which combines providing simple high-quality refreshment in a pleasant environment with opportunity for pastoral input when appropriate.
4. The Management structure reflects these different roles, and the Management Team is comprised of the Charity Development Leader, the Accounts and Administration Manager, the Café Manager and the Joint Head of Counselling.
5. Other roles are taken by a range of paid staff, and by many volunteers, who play a vital role in the charity and maintain the great sense of involvement of the local community.

Job tasks:

1. As a member of the Management team of the charity to share in its leadership, representing the charity and interfacing with the public in the fulfilment of its aims.
2. To lead in maintaining, developing, and promoting the Christian character of the Café, which seeks to be a tangible expression of the Kingdom of God and its values to its customers, thus furthering the aims and ethos of the charity.
3. To drive change to ensure the café is lightweight in its operations and profitable in its trading to ensure the maximum surplus of funds to be put into the organisations charitable objectives.
4. To report monthly to the Executive committee of the board of trustees.
5. To attend trustees meetings from time to time.
6. To be willing to lead morning prayers for those people, organizations and causes on our prayer list.
7. To prepare/cook all menu items (on specified shifts). To arrange weekly specials (which can be existing menu items or non-menu items).
8. To maintain the highest standards of food hygiene and food safety ensuring all policies and procedures are kept up to date, communicated and followed by the team and to acquire appropriate training and qualifications in these areas as necessary.
9. To ensure adequate stock levels are maintained while controlling costs.
10. To ensure all café shifts are adequately staffed with volunteer waiting staff and paid cooks.

11. To recruit and train new café staff and volunteers as necessary, interviewing them with others, providing orientations and documenting their training.
12. To be a first point of contact for all café volunteers.
13. Assisting with general organisational enquiries, deliveries etc. where and when needed.
14. To take on duty manager tasks 1 Saturday in 3 ensuring floats are put out, cash collected and securely stored.
15. Any other duties as required and agreed by your line manager.

Person specification/key competencies:

N.B. An occupational requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010.

The appointed person will:

1. be a mature Christian who is actively involved in their Church, feels called by God to take a leadership role in our charitable organisation and accords with our aims and ethos.
2. have excellent inter-personal and leadership skills.
3. have cooking competence and ability whether gained in a domestic or commercial environment.
4. have knowledge of, and be committed to, the highest standards of food hygiene and safety.
5. have great attention to detail.
6. have excellent administrative skills.
7. be competent in the use of computers, Microsoft office suite and online ordering.

Appointment

- Two referees will be required, one of whom should be the candidate's current or recent minister.
- The appointment will be subject to a DBS certificate being issued.
- The start date is negotiable.

Hours of Work

30 hours per week over 4 days, between 8am and 5pm, including some Saturdays.

Place of Work

Your normal place of work will be: The Lyttelton Well, 6 Church Street, Malvern. WR14 2AY.

Annual Leave

28 days pro-rata inclusive of Bank Holidays. It may be necessary to work on Bank Holidays from time to time.

Salary

£19,500 p.a. (£12.50p/h).

The charity operates a pension scheme with NEST Pensions where contributions are matched up to 6% of gross salary.

Appendix 1: Ethos statement

The ethos of the Lyttelton Well is the motivation for all our work and the reason we exist. It is expressed legally in the Memorandum of Association. Our first objective is the advancement of the Christian Faith by the spreading of the Gospel of Jesus Christ. All that we do and who we are contributes to this objective.

Following the example of Jesus Christ we will work to meet the physical, mental and spiritual needs of all those with whom we have contact. Particularly, we will seek to relieve those suffering from poverty, sickness

or distress and those with mental or physical disabilities. Recognising that we cannot do this alone, we will work in partnership with the churches of Malvern.

The ways we work with and behave towards each other are a demonstration and authentication of this ethos. It is through our relationships with each other and those whom we seek to serve that we practise our ethos. This ethos and our relationships are rooted and grounded in our faith in Jesus Christ, which influences and directs our relationships with one another and those we meet and serve.

Thus, the Lyttelton Well operates on the understanding that our activities are simply an outworking of our faith. Our 'doing' derives directly from our 'being'. There is an essential and indissoluble link between who we are and what we do.

Appendix 2: Objectives

- i. The advancement of the Christian Faith by the spreading of the Gospel of Jesus Christ;
- ii. The relief of poverty, sickness and distress;
- iii. The relief and rehabilitation of the mentally ill and of disabled persons;
- iv. The relief of the aged;
- v. The promotion of charitable work of churches in Malvern.