



love coffee.  
love people.

## Glesga Roasters at Bishopbriggs Community Church Part-time Coffee Shop Manager

<b>Job Title:</b>	Part-time Coffee Shop Manager
<b>Salary:</b>	£11 per hour ( <i>Real Living Wage+</i> )
<b>Employer:</b>	Bishopbriggs Community Church
<b>Hours of work:</b>	20 hours pw
<b>Probationary Period:</b>	3 months
<b>Reporting to:</b>	BCC Church Leader
<b>Line Management:</b>	Managing a team of volunteers
<b>Screening:</b>	This post is subject to satisfactory references and vetting under the PVG Membership Scheme (Disclosure Scotland)

### Overview

Glesga Roasters is an initiative of Bishopbriggs Community Church ('BCC'), a vibrant church placing hospitality at the heart of its ethos and its welcome. The Glesga Roasters Coffee Shop is situated within the church building and will play a key role in the church engaging with the local community.

The Coffee Shop Manager will work with others within the church to launch, and then manage the Coffee Shop to deliver a quality service to customers. The Manager will be responsible for ensuring the shop remains financially viable, but more importantly, fulfils our vision by demonstrating God's love to the surrounding community.

We are seeking an individual with vision, passion, and a calling for the role, who will show enthusiasm and encouragement to volunteers and customers on a daily basis. The nature of this role is such that there is a genuine occupational requirement for the successful applicant to be a committed Christian (Part 1 of Schedule 9 to the Equality Act 2010).

# **Principal Duties and Responsibilities**

## **Planning and Development**

- Working closely with BCC Church Leader and the Operations Manager of Glesga Roasters to develop a viable plan for opening and running the Coffee Shop.
- Responsible, along with the Operations Manager of Glesga Roasters, for ensuring the Coffee Shop and the Roastery can operate safely and effectively together on a week-by-week basis.
- Recruit a team of volunteers.
- Ensure all volunteers are fully trained as required - including customer service, food hygiene and health and safety.
- Pro-actively publicise the Coffee Shop within the Church and the local community, including social media channels, to ensure it is used to its fullest potential.
- Ensure the Coffee Shop is seen as a warm, friendly and welcoming place to be.

## **Staff Management**

- Recruiting and retaining a team of volunteers.
- Managing shift rotas to enable the Coffee Shop to operate throughout the week.
- Carrying out staff training needs analysis and ensuring all volunteers receive the training required to be effective in their roles.
- Provide support where applicable to some of our volunteers who may be preparing for paid employment elsewhere (ie. help volunteers become 'work-ready').

## **Operational**

- Ensure the smooth running of the Coffee Shop during the opening hours.
- Liaise with relevant people on the organisational aspects of any events that are planned.
- The safe sourcing, purchase, storage and preparation of all supplies.
- Oversee financial control and administration in line with an agreed budget for income and expenditure.
- Maintain accurate accounts, manage daily takings, and provide monthly reports for the Church Leader.
- Ordering supplies and stock control.
- Ensure the provision of excellent service, while seeking to serve all customers with a friendly and efficient manner.
- Full responsibility for Food Hygiene and Health and Safety matters within the Coffee Shop.

## **Welcome and Hospitality**

- Ensure that all customers and any other visitors to the Coffee Shop are welcomed warmly and professionally.
- As appropriate, seek to befriend and to offer a listening ear.
- Ensure the Coffee Shop is seen as 'safe space' for anyone within our community to visit.
- If appropriate, liaise with the BCC Church Leader to refer people for further support if deemed necessary.
- At all times respect confidentiality and maintain good practice, especially in the care of children and vulnerable adults.

## Person Specification

### Essential

- The nature of this role is such that there is a genuine occupational requirement for the successful applicant to be a committed Christian. This is a Genuine Occupational Requirement under Part 1 of the Schedule 9 to the Equality Act 2010.
- A committed Christian and supportive of the vision and values of Bishopbriggs Community Church and Glesga Roasters.
- A desire to lead a community ministry and show God's love when interacting with people.
- Excellent interpersonal skills and a willingness to engage positively with a wide range of people, including those on a journey of rehabilitation and recovery.
- Positive and enthusiastic, with the ability to inspire and motivate others.
- Experience of leading a team of volunteers.
- Experience of managing in a hospitality environment.
- Food Hygiene Certificate.
- Barista skills and experience.
- Good organisational skills.

### Desirable

- Active involvement in the life of BCC.
- Ability to plan and deliver informal training for members of the local community.
- Experience of working with people on the journey of rehabilitation and recovery.
- Health and safety qualifications.
- Management experience within a coffee shop environment.
- Able to demonstrate a good knowledge of the world of coffee.

### **Are you Interested?**

Candidates should apply in writing (via email), including a copy of their CV to:

[hello@glesgaroasters.com](mailto:hello@glesgaroasters.com)