



## Role Description

**Title:** Project Manager – Café and Community Shop

**Reports To:** Service Manager – Food and Advice Services

**Hours per week:** 30 hrs

**Salary:** £16-£17 per hour

The Good Shepherd was established by the Brothers of St John of God, a religious order who have supported the local community for over 50 years. Two of our core values are: Hospitality and Compassion for the most disadvantaged.

The people that make up the Good Shepherd are our most important asset. We want our people to feel supported, skilled, involved and to feel that their work is valued. Our role as an organisation is to encourage and facilitate change; our mission is to end homelessness, support recovery and create pathways out of poverty.

### **Role Summary**

We have an exciting new project in Wolverhampton that incorporates three elements: a community shop, a café social enterprise and a multi-use space to deliver support and interventions that alleviate poverty and build financial stability. We're recruiting a manager to support the Project Workers and Project Coordinator to delivery the Community Shop element and to lead the day-to-day delivery of the Café.

Our vision is to create a vibrant and financially viable café offering good quality drinks, cakes and a small menu of food and lunchtime specials. As the project grows, an employment and training pathway will be developed to provide opportunities for people with lived experience of homelessness, addiction, and mental health.

The successful candidate will have strong organisational skills, experience of managing or working in hospitality, catering, or food services and be passionate and enthusiastic about delivering high quality services. You do not need experience working in the charity sector although this will be an advantage.

### **Key Tasks**

#### **Customer Service:**

- Act as a point of contact for both staff and customers during opening hours.
- Provide a friendly, efficient service for customers in both the shop and cafe, responding promptly and effectively to customer feedback.
- Support the team to deliver the community shop and café, stepping in to serve customers and support the team.

#### **Staff and Volunteers:**

- Provide leadership and direction to staff and volunteers to create a welcoming environment for customers, deliver excellent customer service, efficient food preparation and stock control.

- Create a monthly rota for all staff and work with the Good Shepherd Operations Manager around staff absences and holidays.
- Work with Good Shepherd Volunteer Coordinator to successfully recruit volunteers for the Community Shop.

**Finances:**

- Ensure that daily record keeping and cash handling by staff is efficient and accurate.
- Monitor stock levels and work with the Service Manager/Finance Manager to order stock, set pricing and oversee pricing structure.
- Work with Service Manager and Finance Manager to set budgets, income forecasts and other financial reporting.

**Development:**

- Work with the Service manager to develop strong relationships with food partners and local stakeholders.
- Work with the Service Manager to develop the business plan and long-term strategy.
- Work alongside the Good Shepherd Cook to explore partnership opportunities.
- Report to the Service Manager with regular operational and financial reports.
- Contribute to Café and Community Shop social media.
- Promote the service and charity to a range of external stakeholders.

**Hygiene and Safety:**

- Ensure that food and drink is stored, prepared and presented according to the appropriate hygiene standards.
- Ensure compliance with all applicable foodservice and workplace regulations, including Good Shepherd's operating policies.
- Developing processes to ensure ongoing safety compliance, including updating risk assessments.
- Ensure that the building is cleaned according to appropriate standards.
- Ensure that equipment is maintained and report any problems to the Service Manager.
- Maintain a high level of professional boundaries in line with Good Shepherd Policy.
- Any other duties which reasonably fall within the range and responsibilities of this post.

## Person Specification

		Essential	Desirable
<b>Qualifications</b>	Level 2 Food Hygiene & Safety (minimum)	✓	
	Catering or Hospitality Management		✓
<b>Experience, knowledge and skills</b>	Experience of managing a project and leading a team.	✓	
	Experience of supervising and coaching staff or volunteers.	✓	
	Experience of monitoring data and preparing reports.		✓
	Experience working with a wide range of stakeholders, developing, and maintaining positive relationships	✓	
	Knowledge and experience of the Food Standards Agency environmental health guidelines and legal requirements.	✓	
	Understanding of safeguarding vulnerable adults and children and in depth understanding of professional boundaries.	✓	
	Understanding of homelessness services and the wider services for vulnerable adults.		✓
	Good IT skills and confident using MS Office (Word, Excel, Outlook etc)		✓

### Abilities and attributes

- Excellent communication skills with the ability to engage people and build effective working relationships.
- Ability to multi-task, manage own time, prioritise activities, and maintain accountability for your work.
- Hands on, proactive, and leads from the front.
- Methodical with a high attention to detail in a fast-paced environment.
- Strong leader able to adapt approach and style to effectively manage team members and volunteers.
- Work in a person centred, strengths based, solution focused way.
- Maintain confidentiality of all data and information.
- Ability to work non-judgementally.
- Cultural awareness.
- Maintain clear professional boundaries.
- Work proactively with internal and external teams.