

## Urban Life Church



**Urban Life Church**  
PO Box 2298 Ringwood North, 3134, Vic  
/ P: 61 3 9879 8311  
/ F: 61 3 9879 8511  
/ E: reception@urbanlife.org.au

## Part Time Café Manager

We are currently seeking an enthusiastic and motivated part time Café Manager to manage responsibilities ranging from customer service to the training of volunteers. You will enjoy working with people and have highly developed communication skills.

To apply for this position please read the position description and send:

- An application letter addressing the key selection criteria;
- And a CV

to [jemma.faircloth@urbanlife.org.au](mailto:jemma.faircloth@urbanlife.org.au) by **31<sup>st</sup> May 2010**

For more information on this position, contact Jemma Faircloth, Café Manger on 9879 8311.



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## Position Description

### Part time Café Manager, urbanlife Church

- Position aims** To provide excellent customer service and product to Café patrons within the vision and values of urbanlife Church
- Our Vision** *Living for the well being of our community*  
The urbanlife community exists to tell the radical story of Jesus and in doing so echo God's story to those around us, encouraging spiritual creativity and including all in discovering God's story for mankind.
- Objectives** The Cafe Manager role aims to focus particularly on creating a place of welcome for the wider Community through enacting the values of the urbanlife Community in a café setting, and in doing so invite people in to the story of God.

### Reporting Relationship

The position reports to the full time Café Manager. The position is subject to a 3 month probation and 12 month review.

### Hours & conditions:

The Café Manager will be employed 1.5 days per week by urbanlife Church in accordance with our salary structure. A performance review will be conducted at 3 months. Hours of work are from 8:00am – 12pm Tuesdays, and 8.00am – 4pm Wednesdays.

## **I. Key Responsibilities:**

### Management of Volunteers and Staff

- Recruit and supervise Volunteers
- Maintain rosters for Café volunteers
- Train and Supervise Work for the Dole Participants

### Food and beverage Preparation

- Prepare and present food and beverages for customers to a high level
- Order and control stock levels

### Management of Café site

- Maintain a clean and ordered working environment
- Creatively display stock and preserve décor to create ambient atmosphere and tell the story of urbanlife
- Market café causes through highlighting existing promotional initiatives
- Maintain Maintenance Log

### Financial Reporting

- Maintain float and balance till at end of trade
- Analyse profit statements and margins where necessary

### **Other responsibilities:**

- Assist urbanlife in its general endeavours to live for the well being of the community

## **2. Relationships**

### Internal:

Establish and maintain effective relationships across the urbanlife Community, in particular, with the Senior Leadership Team, with other members of staff and volunteers and members of the urbanlife community

### External:

- Establish and maintain effective relationships with Suppliers, local businesses, customers and the wider community.

### **3. Specialist Skills and Knowledge**

- Qualifications and or previous experience in customer service / retail
- Level 1 in Food Handling
- Ability to initiate new ideas and gain participation from others
- Well developed communication and problem solving skills
- Highly developed time management and organisational skills
- Excellent interpersonal skills, including the ability to coach volunteers and sensitively relate to a wide range of people

### **4. Management Skills**

- Able to work co-operatively in a team and work autonomously
- Ability to oversee multiple projects and coordinate diverse teams