

## Job Description

<b>Post:</b>	<b>Café Hope Manager (2 days)</b>
<b>Accountable to:</b>	Operations Manager (or person delegated by Incumbent)
<b>Team:</b>	The post holder will work closely and collaboratively at an equal level with the Café Hope management team, consisting of the Café Hope Managers, Lieu (3.5 days) and Karen (2 days), to support the Café Hope team. The post holder will also be part of the wider staff team at St Mary's Church.
<b>Contract:</b>	Permanent
<b>Hours:</b>	12 hours per week worked over 2 days, 9am – 3pm, most likely a Friday and one other day (by agreement) including flexibility to cover additional days where required
<b>Remuneration:</b>	£8,911 per annum

### Post Context

St Mary's is an evangelical, charismatic Anglican church in the heart of Loughton, Epping Forest. We are passionate about worshipping God, equipping Christians to follow Jesus, and making a difference in our local community. Each member of staff contributes to our vision, and our Christian faith is an integral part of our working culture. Café Hope is a welcoming community café at the heart of the church's engagement with the local area. It provides a safe, inclusive space for all, with a particular heart for those who may be isolated or in need of connection.

### Post Purpose

The Café Hope Manager will provide day-to-day management of Café Hope, as a member of the management team, ensuring it operates as a high-quality, welcoming community café. The role combines operational café management, team leadership, and community engagement, enabling Café Hope to flourish as both a professional café and a place of care, conversation, and Christian witness.

### Key Responsibilities

#### Café Operations & Management

- Oversee the day-to-day running of Café Hope, ensuring smooth, efficient, and professional service
- Lead on opening/closing procedures, cash handling, and basic financial processes
- Maintain high standards of food hygiene, cleanliness, and health & safety compliance
- Manage stock. Ordering stock when the other Café Hope Manager is on leave
- Ensure compliance with relevant UK legislation (including food safety, employment, and Church of England safeguarding requirements)
- Act as a key holder for the premises when on duty

#### Team Leadership

- Help recruit, train and support a team of volunteers who form the Café Hope Support Team
- Ensure smooth running of rotas in partnership with the other Café Hope Manager who leads on this.
- Foster a positive, supportive, and team-oriented culture
- Provide informal supervision and encouragement to volunteers

- Build positive relationships with customers, creating a welcoming and inclusive environment

Faith & Pastoral Presence

- Be available, as appropriate and if not needed to serve behind the counter, to listen, talk, and pray with customers in line with St Mary's guidelines (training provided)
- Model a gracious, respectful, and authentic Christian presence in the café

Collaboration & Communication

- Work closely with the other Café Hope Manager and Missioner and church staff team
- Attend some wider staff meetings/events (arranged within the Café Hope staff team)
- Regularly meet with the other Café Hope managers for planning, review, and prayer
- Proactively contribute ideas for the ongoing development of Café Hope

### **Additional Responsibilities**

- Ensure all records (H&S, food hygiene, financial) are maintained appropriately
- Complete and maintain Level 3 Food Hygiene certification
- Promote Café Hope within the church and wider community
- Be flexible to assist with holiday, sickness, and additional cover where needed
- Regular attendance as an active worshipping member of St Mary's Loughton
- Support other church activities where appropriate and agreed

### **Person Specification**

Essential

- A committed, practising Christian from a Trinitarian denomination
- Willingness to uphold and work within the vision and values of St Mary's Church
- Strong organisational and leadership skills and flexible, proactive, and able to work independently
- Ability to manage operations and people effectively in a busy environment
- Warm, approachable manner with strong interpersonal skills and able to adapt your approach when dealing with a wide variety of customers and recognise that working with socially and economically isolated people can be physically and emotionally demanding

Desirable

- Experience in café, hospitality, or retail management
- Experience of managing volunteers
- Experience in a community-focused setting
- Experience of pastoral care or informal support roles

### **Other Relevant Information**

1. **Annual Leave:** 6 weeks (72 hours) per year plus public holidays (pro rata based on working pattern)
2. This role involves being a visible representative of St Mary's Church. There is a Genuine Occupational Requirement for the post holder to be a practising Christian under Schedule 9 of the Equality Act 2010.
3. Appointment is subject to an Enhanced DBS check. St Mary's is committed to safeguarding children, young people, and vulnerable adults.
4. The post is subject to a 3-month probationary period

### **Timescale of Appointment**

- Applications to be received by **12 noon, Wednesday 11 June 2026**
- Interviews: Week commencing **15 June 2026**
- Start date: **June/July 2026 (by agreement)**

Applications should be sent to:

Amanda Hart [amanda@stmarysloughton.com](mailto:amanda@stmarysloughton.com)

Or to St Mary's Church, 201 High Road, Loughton, IG10 1BB