

## **Mount Pleasant Baptist Church**

### **POSITION DESCRIPTION**

**Position: Café Manager**

**Employee:**

#### **Essential Skills**

- Food management experience
- A passion for hospitality and customer service
- Strong leadership skills with the ability to work in a fast-paced environment
- Social media skills for marketing
- Excellent communication, time management and organisational skills
- An eye for innovation and detail

#### **Essential Tasks and Responsibilities**

##### **Key Duties**

- Establish and develop the identity of Infuse Cafe as a social enterprise
- Responsible for the day-to-day operations of the cafe
- Responsible for staff management including rostering, recruitment and training
- Able to build a strong and positive culture within the team
- Provide exceptional customer service at all times
- Ensure that food health and safety regulations are adhered to
- Working with communications team members to maintain a regular social media marketing schedule

#### **Essential Competencies:**

##### **Functional Competencies for this role as described above**

Key qualifications, skills, experience, behaviours, attributes for success in this role:

- Excellent organizational and management skills
- Responsible, friendly and outgoing
- A passion for excellent service and people
- Able to use initiative and be pro-active
- Ability to liaise effectively and appropriately with external agencies and internal staff
- Able and prepared to provide professional quality evaluation of the work of others
- Excellent communication skills with the ability to listen to the creative ideas of team members and to translate those ideas

#### **Core Competencies**

**These competencies apply to all staff employed by MPBC**

- Acts with integrity
- Provides excellent customer service
- Communicates effectively
- Develops self
- Maintains focus
- Pursues improvement
- Has a pastoral heart
- Accepts accountability
- Works well in a team environment
- Ability to work without supervision

**Accountability**

Accountability will be to the Commercial Manager, together with the Executive Pastor.

I have read and discussed my PD with the Commercial Manager and agree with its content.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_