



CATALYST
VINEYARD CHURCH

JOB VACANCY:
SHIFT SUPERVISOR, FILO COFFEE HOUSE
(PART TIME, FLEXIBLE HOURS)

TO APPLY FOR THIS POSITION, PLEASE SEND YOUR CV
AND A COVERING LETTER TO
CHRIS.GRANGES@CATALYST.VIN

DEADLINE FOR APPLICATIONS 29 APRIL 2024

JOB DESCRIPTION

JOB TITLE

Shift Supervisor

RESPONSIBLE TO

Coffee Shop & Venue Manager

HOURS WORKED

Flexible part-time hours, with a minimum of 7 hours per week.

Fixed 12 month contract (the first 6 months will be a probationary period)

It is anticipated that hours will be available on Tuesdays, Thursdays and Saturdays (this may include evenings). Shifts will be discussed before starting the role.

ABOUT FILO

“Filo” is Latin for threads, and at the heart of the coffee house is the story of how the threads of our lives are woven together; from the grower of the coffee to the maker of the soup to the volunteer serving the table, joining and connecting us together. We want to have a positive impact on the story of those we encounter.

Filo will be an ethical and sustainable space where people can come and experience an authentic, lively coffee house with quality local food and a sense of community. All of the food will be made by people finding their way into work as part of a new social enterprise.

We want our coffee house to be a place where people are seen and heard and invested in. Part of that investment will be in our pay-it-forward coffee scheme. Whether people buy to sit-in or take away, we want them to come away knowing they have made a positive impact into the lives of many, thus creating intertwining threads of story and connection.

ABOUT THE ROLE

As a Filo Shift Supervisor, you will support the manager in completing daily activities, leading the volunteers and taking responsibility for the shop in their absence. As part of the team you will be proactive in building positive relationships, providing a listening ear; being able to share the gospel and offering prayer where appropriate.

Working at Filo is so much more than a role, it's an opportunity to demonstrate God's love and compassion to the city.

Barista and food hygiene training will be given.

MAIN DUTIES, TASKS AND RESPONSIBILITIES

- Collaborate with the manager to create a warm and welcoming environment where people feel at home, and 'part of the story'.

- Be responsible for opening and closing of the shop, the running of the shifts and the maintenance of the equipment in the absence of the manager.
 - Proactively build relationships and make connections, representing Catalyst Vineyard Church well. This may include sharing the gospel, promoting church activities, praying for people, or signposting to external agencies as appropriate.
 - Lead the team towards serving food and drinks to the highest standard according to guidelines, ensuring hot beverages and any hot/cold food is served in a presentable manner with any allergen information clearly labelled.
 - Set the tone in being reliable, enthusiastic and responsible, committed to delivering excellent customer service while following operational policies and procedures (cash handling, security, health & safety, food hygiene).
 - Our newly refurbished building also offers meeting rooms and counselling rooms for hire, and Filo will offer catering and hospitality packages to these clients. Team members will be expected to assist with the operational running of this aspect of the business.
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COMPETENCIES REQUIRED

ESSENTIALS

- Enthusiastic, outgoing, and able to initiate conversation
- Excellent communication and people skills
- Able to work well as part of a team
- Good timekeeping
- Ability to problem-solve
- A keen eye for detail
- Good organisational skills
- Level 2 Food Safety Certificate (or be willing to undertake training)
- First Aid Certificate (or be willing to undertake training)

DESIRABLES

- Leadership / Supervisor experience
 - Experience within the food industry
 - Customer service experience
 - Coffee knowledge or barista skills
 - Passion for social media & photography
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PERSONAL SPECIFICATION

- As the role will include the engagement of the general public in pastoral duties (e.g. praying for someone) and attending team prayer meetings, there is a genuine occupational requirement that the candidate be a committed Christian, demonstrating Biblical discipleship, personal growth and accountability.

- A committed member of Catalyst Vineyard Church, attending one of our sites regularly, and part of a Connect Group.
- Applicants must subscribe to the Evangelical Alliance UK statement of faith.
- Applicants must be abiding by, committed to, and supportive of the Catalyst Vineyard Health & Safety regulations.