



The West of England MS Therapy Centre
reg charity no: 801155

a part of



Bradbury House, Wheatfield Drive
Bradley Stoke, Bristol, BS32 9DB

hello@thebrightwell.org.uk
01454 201 686

THE BRIGHTWELL CAFÉ COORDINATOR JOB DESCRIPTION

The Brightwell is a new café (and community hub) opening in November 2023. We are looking for a dynamic Community Café Coordinator to support the operation of the café and lead a team of Volunteers.

Job Title: Café Coordinator

Location: Bradbury House, Wheatfield Drive, Bradley Stoke, Bristol BS32 9DB

Reports to: Facilities Manager

Remuneration: £11 to £12.50 per hour

ABOUT THE BRIGHTWELL CAFÉ

The Brightwell Cafe is part of the Brightwell Neurological Therapy Centre in Bradley Stoke, Bristol. We aim to make the Centre a destination for people living with a neurological condition and to the wider community, thereby increasing use of the Centre, drawing the community together, and generating wellness.

We want this small café to offer a high quality customer experience, including coffee, tea, cakes, simple meals and a lounge and terrace area to enjoy the food and take in the sights and smells of the beautiful therapy garden. It will also provide opportunities for volunteering.

The launch of the Brightwell Cafe is the culmination of two years of work by the Charity and the team behind it. We are therefore looking for a talented and motivated individual to join our Team.

The ideal candidate(s) for the job will have some experience in a customer facing environment and as team leader, including knowledge of food hygiene. Experience in a café environment and voluntary/charity sector would be an advantage. Full training and support will be provided to allow the successful candidate to develop further in their career.

WORKING HOURS

A contract of 30 hours a week (9am to 3pm), with the potential to become full-time year-round role of up to 40hrs in the future. The post holder will be expected to work flexibly within the opening hours of the café, which may include the odd weekend and may include early working.

KEY DUTIES

- To learn and deliver the daily operations of the Brightwell Café
- To fulfil cafe functions such as food and drink preparation, customer service, clearance, cleaning, planning, training and hygiene
- Health and Safety and Food Hygiene Standards are maintained. (Training will be provided)
- Ensuring that excellent customer service is provided at all times
- Team leader for the Cafe volunteers

PRODUCTS AND PROCESSES

- Ordering and stock control
- Replenishing stock items
- Cashing up and day-to-day paperwork and financial checks

PRACTICAL PROCESSES

- Support in developing instruction manuals and training aids for the volunteers
- Support for special events throughout the year, e.g. Christmas Meals, themed events etc.
- Support in developing new menus (as part of a team)

PARTNERSHIP WORKING

- To develop partnerships with stakeholders, businesses and in the community to establish the best opportunities for use of the café.
- To work with volunteer groups to offer volunteering opportunities in the café.

PERSON SPECIFICATION

ESSENTIAL QUALITIES

Good written and verbal communication skills

Ability to respond to a pressure and adopt a positive approach to problem solving

IT skills including Excel and Word

Excellent team player

DESIRABLE QUALITIES

Experience working in a cafe environment

Experience of leading a small team

Experience of dealing with day to day procedures of a cafe

Relevant understanding of Health and Safety

PERSONAL QUALITIES

Self-motivated with a willingness to learn

Ability to work as part of a team and use initiative as expected within the role

Excellent communication skills at all levels

Enthusiastic, engaging, positive personality

Ability to undertake the physical work associated with working in a cafe

HOW TO APPLY

For an informal discussion about this position please contact

Doro.Pasantes@thebrightwell.org.uk

Please fill out the application form found on our website along with a covering letter detailing your relevant skills, experience and motivation to apply to. **Doro.Pasantes@thebrightwell.org.uk** no later than 12pm on Wednesday 9th November 2023.

We will be reviewing applications on a rolling basis. The Brightwell is an equal opportunity employer.

We welcome and encourage applications from candidates of all backgrounds and experiences.

Full terms and conditions will be made available on offer of appointment.