

THE LIGHTHOUSE

Role Description

Role Title:	The Cosy Coffee House Assistant Manager
Office Location:	The Lighthouse, 8-10 High Street, Woking, Surrey GU21 6BG
Days and Hours of Work:	Friday 09:00-15:00
Reporting to:	The Cosy Manager, or if absent, the Lighthouse Centre Manager (Woking)
Salary	£3,760pa (based on £23,500 FTE)

Role Overview

The Cosy is an independent coffee house located in The Lighthouse in the heart of Woking Town Centre. The Lighthouse is a large four storey building built in the early part of the last century. It was lovingly refurbished and revitalised in 2011 into a community space that's now filled with kindness, belief, and hope. Run primarily on the generosity of donations and volunteers, it's a living expression of love in action, a vibrant hub that hosts a range of creative projects to support, encourage, and empower those who find themselves on the margins.

The Cosy sits alongside the projects in The Lighthouse and has its own beautifully created and separate space, including a roof terrace, for people to come and relax in.

The Cosy exists to:

1. Attract and encourage people to visit The Lighthouse to experience something of the vibrant atmosphere and engage with the work of The Lighthouse, whilst enjoying the finest of coffee, teas, and good food.
2. Generate profits from its operation which are used to sustain the work of The Lighthouse.
3. Provide an opportunity for training and apprenticeships.

The Lighthouse is looking for a person who can assist the current manager and who would see it as their mission, passion, and joy to continue to develop The Cosy into a vibrant destination independent coffee house.

Role Responsibilities

The following are the key responsibilities:

1. To work alongside the current manager, maintaining the beautiful and clean physical environment.
2. Develop hospitality expressed through warmth and welcome.
3. Cultivate a community of customers.
4. Be connected to and speak knowledgeably about the mission and work of The Lighthouse.

5. To lead and nurture the volunteer Cosy team on a Friday. This will involve developing a strong sense of team spirit amongst the volunteers; further embedding and strengthening the culture of welcome and care that the team have for those visiting The Cosy.
6. If The Cosy Manager is on leave:
 - Maintain The Cosy team rota, ensuring that The Cosy is always adequately staffed.
 - Manage the Cosy. The days when this will be, will be arranged in advance and additional time will be paid on a pro-rata day rate.
7. For Friday opening and when covering for The Cosy Manager, the responsibilities entail:
 - Ensuring that The Cosy is fully stocked of consumables for the volunteers to run the coffee house.
 - Ensuring there is sufficient volunteers for the day.
 - Be able to open and set up The Cosy (including food hygiene checks).
 - Be able to close The Cosy ready for the next re-opening.
 - Be responsible for the health and safety, including fire safety procedures.

The Individual – skills, experience, attitudes

We are looking for a person with the following attributes and experience:

- Ability to lead and maintain a strong customer focussed team of volunteers.
- Experience of working in food/drink customer focussed service organisation would be desirable, although not essential.
- Ability to hold a variety of responsibilities at the same time, and to prioritise effectively.
- Confidence to take initiative, be resourceful and make decisions.
- Very strong communication and customer service skills.
- Strong marketing skills.
- Organised and efficient, with excellent attention to detail.
- Able to cultivate a positive rapport and collaboration with various team members and external parties.
- Empathy with and ability to model The Lighthouse values, which include compassion, dignity, acceptance, and a love for all.
- The Lighthouse is founded on and driven by its Christian values and ethos, as it seeks to express the love of God in action. Although we have volunteers of all faiths and none, the nature of this role requires that the post holder shares our Christian values and ethos, having a heart to pray for the projects and all that goes on in The Lighthouse.

Right to Work: You must have the right to work in the UK. We will not be able to obtain a work visa on your behalf.