

## **The Cosy Coffee House Manager**

The Cosy is an Independent coffeehouse located in The Lighthouse in the heart of Woking Town Centre. The Lighthouse is a large 4 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 would see it as their mission, passion and joy to develop The Cosy into a vibrant destination Independent Coffeehouse. As The Cosy is not visible from the street, we require someone with networking and marketing skills to attract people from near and far to experience something of The Lighthouse.

### **Role Responsibilities:**

The following are the key responsibilities:

1. To maintain 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. Develop and implement an effective marketing strategy (e.g. media write ups, posters, street promos)
6. Leading and nurturing the volunteer Cosy Team. 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.
7. Overseeing the recruitment and training of volunteers. Establishing team leaders for each day to ensure overall consistency of values, service and standards. Maintaining the Cosy Team rota, ensuring that The Cosy is always adequately staffed.

8. Responsibility for the operational infrastructure. This includes health and safety compliance, menus, pricing, stock keeping, liaising with suppliers, preparing and managing an annual budget, and similar management tasks.

**The Individual:**

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

- Ability to lead and maintain a strong customer focussed team of volunteers
- Confidence to take initiative, be resourceful and make decisions
- Excellent communication and marketing skills
- Experience of working in food/drink customer focussed service organisation could be an advantage.
- Experience of setting and managing budgets
- Empathy with and ability to model The Lighthouse values, which include compassion, dignity, acceptance, and a love for all

**Hours:** 25 hours per week.

**Annual Leave:** TBC

**Salary:** Pro-rata based on £26k full-time.

**Reporting Line:** The person will report to Lucy Greenland, the Lighthouse Centre Manager. The postholder will also work closely with Rebecca Jespersen, a Director of The Lighthouse, on aspects of the role including environment, culture, and décor.

*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 leadership 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.*