

<b>Job Title:</b>	Café Manager
<b>Classification Level:</b>	
<b>Reporting Relationships:</b>	<ul style="list-style-type: none"> <li>• Reports to – Lead Pastor</li> <li>• Direct reports – Head Chef, FOH Team Leader and Café Staff</li> </ul>

### About King's

The foundation principle of King's Baptist Church is the member's personal faith in, and loyalty to the person of Jesus Christ, the Son of God as Saviour and Lord as sole Head of the Church.

*King's Baptist Church is a Jesus-centred community that exists to glorify God and empowered by the Spirit, follow Jesus into the neighbourhood.*

King's Baptist Church seeks to serve in harmony with the purpose of Christ's church as declared in the New Testament where:

- People have meaningful relationships with God and each other and enjoy a sense of belonging to a community based on faith in Jesus.
- People have a desire and opportunity to contribute as they are able
- People are transformed by their faith in Jesus, both individually and in relationship together, positively impacting local neighbourhood communities and beyond.

### About Milk+Honey Café

Milk+Honey Café is a vibrant ministry of King's Baptist Church, dedicated to serving both the King's community and the wider neighbourhood with exceptional coffee, delicious food, and warm hospitality. Milk+Honey is open 7 days a week and currently employs 15+ staff. The café has become a beloved gathering place, welcoming people throughout the week, on weekends, and for special events catered by our dedicated staff.

The Café seeks to align with the church's vision of 'Belong, Contribute, Embody' by extending the invitation and hospitality of the gospel message of Jesus. Through excellence in service and creating a tangible space for community interaction and friendship, the café strives to be a place where everyone feels welcome and valued.

### Position Purpose

The Café Manager is responsible for the overall leadership, performance, and daily operation of Milk+Honey Café, ensuring the consistent delivery of high-quality food, coffee, and customer experience.

This role exists to lead a well-run, welcoming, and mission-aligned café that reflects the heart and values of King's Baptist Church through excellent hospitality. The Café Manager will drive a strong and healthy team culture, establish clear performance and service standards, and ensure the café operates efficiently and sustainably.

As the leader of Milk+Honey Café, the Café Manager provides direction and oversight to the Head Chef, FOH Team Leader, and café staff, while remaining actively involved in day-to-day operations.

This role also serves as an important relational bridge between the café, the church, and the wider community. The Café Manager is expected to be an active and engaged member of King's Baptist Church, contributing to a culture of belonging and ensuring the café remains a welcoming and accessible space for all.

## Key Responsibilities and Outcomes

### 1. Café Culture & Customer Experience

#### Responsibilities:

- Establish and actively lead a strong, positive café culture aligned with the values of welcome, excellence, and service
- Set clear expectations for customer service standards and ensure these are consistently delivered
- Lead by example through visible, hands-on presence in daily service
- Build a team culture of ownership, accountability, and teamwork
- Ensure every customer interaction reflects warmth, professionalism, and consistency
- Identify target customer groups and shape service style, offering, and atmosphere accordingly

#### Outcomes:

- A clearly defined and consistently experienced café culture
- Improved customer satisfaction and repeat visitation
- Staff understand expectations and take ownership of service standards

### 2. Café Oversight & Management

#### *Strategic & Operational Leadership*

- Provide clear direction and day-to-day leadership of café operations
- Translate vision into practical, achievable operational plans
- Monitor performance and implement improvements to service, efficiency, and profitability
- Identify customer trends and adjust offerings and operations accordingly

#### *Front-of-House Operations & Service Delivery*

- Lead and supervise FOH operations to ensure smooth, efficient service
- Ensure the café is consistently clean, well-presented, and welcoming
- Establish and enforce clear customer service standards
- Ensure consistent coffee quality by training, monitoring, and holding staff accountable
- Step into FOH and barista roles as required to maintain service standards
- Respond to customer feedback promptly and professionally

#### *Kitchen & Back-of-House Coordination*

- Work closely with the Head Chef to ensure seamless service delivery
- Contribute to menu planning, pricing, and product development
- Support stock management, supplier coordination, and cost control
- Ensure alignment between kitchen output and customer expectations

#### *Rostering & Workforce Management*

- Develop and manage rosters in line with budget and operational demand
- Ensure staffing levels are appropriate for peak times and events
- Address current rosters inefficiencies and improve cost control
- Balance volunteer, casual, and paid staffing where applicable

#### *Standards, Compliance & Systems*

- Ensure compliance with WHS, food safety, and operational standards
- Maintain clean, safe, and well-organised working environments
- Oversee systems including POS, procedures, and reporting
- Maintain accurate operational and compliance records

### **Financial Performance**

- Manage café budgets, wage costs, and cost of goods
- Monitor financial performance and implement improvements
- Work with leadership to ensure sustainability and growth

#### **Outcomes:**

- Consistent, high-quality food, coffee, and service
- Improved operational efficiency and financial performance
- Clear systems and standards that are understood and upheld
- Stronger rostering discipline and cost management

### **3. Team Leadership & Development**

#### **Responsibilities:**

- Recruit, onboard, and train café staff with a focus on both skill and cultural fit
- Provide clear direction, coaching, and regular performance feedback
- Ensure all staff are trained in customer service, café procedures, and systems
- Develop capability in FOH and coffee preparation to ensure consistency
- Address underperformance promptly and constructively
- Create a supportive, engaged, and accountable team environment

#### **Outcomes:**

- A capable, well-trained, and aligned team
- Clear expectations and improved staff performance
- Reduced inconsistency in service and product delivery

### **4. Community Connection & Café Presence**

#### **Responsibilities:**

- Foster strong relationships with customers, church members, and the wider community
- Ensure the café is a welcoming and inclusive environment for all
- Partner informally with church activities and events where appropriate
- Maintain an active presence within the King's community

#### **Outcomes:**

- Café is recognised as a key connection point for community life
- Stronger integration between café and church community
- Increased sense of belonging among regular customers

### **Qualifications and Experience**

- A personal commitment to the Vision, Mission and Values of King's Baptist Church and the King's Community with the ability to integrate hospitality.
- Demonstrated experience in café or hospitality management, including responsibility for operations, staff, and performance
- Proven ability to lead teams, build culture, and drive accountability
- Strong understanding of customer service excellence and hospitality standards
- Experience managing rostering, budgets, and cost control
- Ability to identify performance issues and implement practical improvements
- Experience maintaining coffee quality standards and training staff in barista skills
- Strong organisational and problem-solving abilities

- A relational leader with excellent communication and interpersonal skills

#### Desirable Criteria

- Prior experience leading within a church, missional café, or community outreach context where relational ministry and spiritual engagement were key goals.
- Practical experience in café operations or food service settings, including knowledge of current trends, customer service standards, and team workflows.
- Experience in a high-volume or community-based café
- Strong barista skills and knowledge of coffee standards and equipment
- Experience improving underperforming hospitality venues
- Understanding of working within a values-based or not-for-profit environment
- Experience with POS systems, reporting, and operational systems

#### Salary and conditions

The Café Manager role may be offered on a part-time or full-time basis, depending on the successful candidate and the operational needs of the café, provided that the key responsibilities of the role are effectively fulfilled. The position includes reasonable flexibility in working arrangements, along with a requirement to work additional hours as needed to meet operational demands.