



JOB DESCRIPTION

JOB TITLE

Coffee Shop Outreach Worker (voluntary)

RESPONSIBLE TO

Coffee Shop & Venue Manager

HOURS WORKED

A range of hours are available from part-time to full-time. This includes daytime, evenings, and weekends.

Shifts to be discussed before commencement in the role.

MAIN PURPOSE OF JOB

"*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.

The *filo* team will be proactive in building positive relationships, providing a listening ear; people who are able to share the gospel and offer prayer where appropriate. It's so much more than a barista 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

- Create a warm and welcoming environment where people feel at home, and 'part of the story'.
- 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.
- Serve 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.
- Be 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.

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

DESIRABLES

- Knowledge of food hygiene
- Customer service experience
- Coffee knowledge or barista skills
- Passion for social media & photography



CATALYST
VINEYARD CHURCH

PERSONAL SPECIFICATION

- As the role will include the engagement of the general public in pastoral duties (e.g. praying for someone), attending prayer meetings, team prayer meetings and our Leadership Conference, 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.