



Role Title:	Coldhams Team Leader
Hours	40HR (open to job share)
Permanent or Fixed term?	Temporary
Reports To:	Facilities manager
Role Purpose and brief overview	
Team Leader, you'll be working hands-on behind the bar while also supporting and leading the team. You will maintain the highest standards of coffee, service, cleanliness, and team morale, ensuring every customer feels welcome and valued.	
Primary areas of responsibility	
General Duties and Tasks The primary role is to run the Coldhams Coffee shop, including the growth and oversight of team including volunteer team. At the C3 Church we believe that people really matter and this is at the heart of our vision for Coldhams Coffee too. Our goal is to create a space for people to come and build community with friends, peers, and colleagues. Coldhams is a safe and inviting space for people from all walks of life to enjoy connection with other people. Sundays Coldhams is a space for family and connection, where C3 congregation can gather and catch up. It is part of the first impressions roles of Sundays, often the first touch point for new people, Coldhams should be a vibrant, social space where people feel connected and feel that they belong. Free refreshments is the responsibility of the Coldhams Team and is to be looked after by the Coldhams team leader. Team - Ensuring the team and volunteers are healthy, reflective of a spirit of excellence, and passionate about providing the very best experience, within the resources available, to see the church's vision fulfilled. - Recruiting, training and the development of the Coldhams coffee team. - Ensuring all team are inducted through C3's procedures, such as attending Growth Path agreeing to volunteer agreements and abiding by safeguarding policies. - Oversight of team training and implementing training where necessary. - Supporting whole church events such as, but not limited to, Breathe, GLS, etc. <i>Coldhams Coffee duties:</i> - Daily opening and closing of Coffee shop - Weekly ordering and a monthly stock take. - Daily cleaning of all coffee shop areas Coldhams community space, outdoor area, toilets and shop floor. - Daily cashing up of the till	

- Machine and equipment maintenance checks and highlighting to facilities manager if contractors are necessary
- Compliance with Health and safety & food regulations. Ensuring procedures and checks are completed daily.
- Weekly sales reporting
- Ordering of refreshments for location and training of team for maintaining of coffee standards
- Overseeing Volunteer & Staff Barista shift roster.
- Managing the Rota for Sunday serving
- Being the 'front door' to the centre, accepting parcels, packages & visitors to the centre

Development

Self-Development

- Promoting and modelling the values and vision of C3 in all areas of church life.
- Accepting personal responsibility for your own spiritual growth and development.
- Placing a high premium on the need for personal integrity and loyalty in managing people and resources.
- Giving generously to the church in time, treasure and talent.

Professional Development

- Role specific training available as required such as, Barista training, food safety, mental health first aid, and safeguarding training.

Development of others

This includes:

- Providing pastoral care for the team and ensuring they participate in church activities that are spiritually healthy.
- Cultivating a highly engaged team who are growing in the passion, commitment and energy in their role.
- Cultivating a sense of family, collaboration, trust and mutual cooperation amongst the team.
- Continually looking for and inspiring potential influencers on their journey.
- To promote volunteer training where required.
- Involved in planning and executing team nights along with the first impressions team

Relationships

Key relationships will be with the Location Pastors, Development Pastor, Sundays & Events team, Facilities Manager and Discipleship Pastor, and volunteer teams.

Skills and Education

Experience:

- Specific Qualifications/Experience required:

- We typically require a minimum of five GCSEs at grades 9 to 4 (or A* to C in the old grading system) or equivalent.
- 1+ years of speciality coffee experience (leadership experience preferred not required)
- Ability to lead by example on the bar – dialling in, maintaining quality, and training others
- Experience making a variety of high-quality espresso-based drinks
- Experience using the Excel and Word.
- Experience using POS software from Square, Zettle etc.
- Proven leadership skills from hospitality or other sectors.

Skills / Role Attributes:

- **Decision Quality:** You are patient to collect information, humble to ask for opinions, and good at learning from the past to make good decisions.
- **Strategic Mindset:** You are not just focused on day-to-day activities but focusing on the strategy for tomorrow, you plan the best route to take.
- **Drives Vision & Purpose:** In the changing times, you hold onto the vision and purpose, you tangibly demonstrate your commitment to it and help others to “see” how their part contributes to the bigger picture.
- **Problem Solving:** You know how to define problems (without jumping to conclusions), analyse, collaborate, and act appropriately.
- **Managing Work & Establishing Priorities:** You are good at establishing realistic but stretching goals for yourself and others. You equitably measure work.
- **Developing Others:** You know our process for growth and are a leader who prioritises your team members’ development.
- **Motivates & Builds Effective Teams:** You are good at building strong identity in your teams by understanding/learning people’s differences / skills and helping them to work towards common goals.
- **Conflict Management / Courage:** You tackle difficult issues with optimism and confidence. You share sensitive messages or unpopular points of view in a motivating manner. You let people know where they stand, honestly and sensitively.
- **Instils Trust:** You gain the confidence and trust of others easily. You honour commitments and keep confidences. You practice what you preach and model high standards of honesty and integrity.

Character Attributes

- **Vision:** Commitment to the vision of Coldhams Coffee
- **Teamwork:** Ability to work in a team environment
- **Maturity:** Evidenced by a pleasant, forgiving, non-judgmental, but assertive manner
- **Passion:** A passion for people and coffee.
- **Community:** Generous at heart and authentic
- **Influence:** Inspires others with their spiritual enthusiasm and energy.
- **Competency:** Naturally gifted leadership, united and committed to the part they play

- **Achievement:** Focused on becoming the best version of you.
- **Creativity:** Brings creative ideas and approaches to enhance the team and the business.
- **Love:** Demonstrate a heart for people.
- **Generosity:** Gives generously in time, treasure and talent.

Employee Benefits

Our team's skills, dedication, and service are vital to who we are as a team, and we are grateful for everything they do. We understand that they give their best to us, and that allows us to give our best to our C3 family. We care about them and want them to be happy and healthy, so we have created a package of rewards and wellbeing activities that reflects our generosity and appreciation of their excellence.

This includes:

- We honour life events - marriages, births, birthdays.
- 25 days of annual leave.
- Enhanced sick leave allowance.
- Enhanced family leave packages
- Families - support with emergency time off.
- Sabbaticals for 10 years of continuous employment
- Mental wellbeing training and counselling sessions available
- Summer and Christmas socials.
- Eye tests and flu vaccinations paid for
- Support for Mentoring and Coaching
- Personal development and training opportunities. The Global Leadership Summit, role-specific training with experts, Life Thrive assessments, C3 Academy discounts for staff team.

Skills & Educational Requirements

Skills / Role Attributes:

- **Decision Quality:** You are patient and humble to ask for opinions, and good at learning from the past to make good decisions. You are a good listener, value collaboration and sensitively encourage authenticity and mutual respect
- × **Strategic Mindset:** You are not just focused on day to day activities but focussing on the strategy for tomorrow, you plan the best route to take.
- × **Drives Vision & Purpose:** In the changing times, you hold onto the vision and purpose, you tangibly demonstrate your commitment to it, and help others to “see” how their part contributes to the bigger picture. To develop trust and loyalty.
- × **Problem Solving:** You know how to define problems (without jumping to conclusions) collaborate and act appropriately.
- × **Managing Work & Establishing Priorities:** You are good at establishing realistic but stretching goals for yourself and others. You equitably measure work.
- × **Developing Others:** You know our process for growth and is someone who prioritises your team members’ development. You know the value of strong interpersonal relationships.
- × **Motivates & Builds Effective Teams:** You are good at building strong identity in your teams by understanding/learning people’s differences / skills and helping them to work towards common goals.

- × **Conflict Management:** You tackle difficult issues with optimism and confidence. You share sensitive messages or unpopular points of view in a motivating manner. You let people know where they stand, honestly and sensitively.
- × **Instils Trust:** You gain the confidence and trust of others easily. You honour commitments and keep confidences. You practice what you preach and model high standards of honesty and integrity.