



Job Description

Role title	Community Cafe Manager - 2025/2026
About Us	<p>Spring Community Hub exists to ensure that no one in our community goes hungry. But we don't just provide food – we work alongside people to help them escape poverty, build confidence, and find community.</p> <p>We offer a range of support including advice and advocacy services (employment, immigration), youth clubs, holiday activities, women's groups, a clothing bank, and food-related services such as a food bank, social supermarket, and now, our growing network of community cafés.</p> <p>Mission</p> <p>The mission of SCH is that through a 'Community Hub' and full activity programme, local people in or at risk of crisis will be supported along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>Vision</p>

	<p>Our vision at Spring Community Hub is to tackle food insecurity and hunger before people find themselves in crisis. We want to see equality in our communities and be a vehicle for positive and lasting change in our clients so that they never need a Food Bank again.</p> <p>Values</p> <p>These are our Principles, ideals, and characteristics that define the culture, standards and aspirations of the organisation.</p> <p>An organisation that is driven by people with integrity and commitment to the cause.</p> <p>We believe in leadership, development, growth, and continual learning.</p> <p>Ensuring fairness, equity and equality.</p> <p>Creating a place of respect, kindness and dignity for all.</p> <p>A healthy environment where people have fun and can be creative.</p>
<p>Salary</p> <p>Contract</p> <p>Hours of work-</p>	<ul style="list-style-type: none"> • £22,000-£24,000 p/a pro rata (depending on experience) • Fixed-term 12 months. • Hours and days will vary and include extended working hours during school holidays to support the delivery of meals for our Holiday Activity Camps across Southwark. As the café is opening soon, specific working days and hours will be discussed during the recruitment process and may change as the business develops. • Location: Walworth Community Centre & Lewington Community Centre (must be available to work across both sites)
Main Purposes of Job and Key Tasks	<p>We're looking for a creative and values-driven Café Manager to lead our newest community cafés. A vibrant, welcoming hub where good food and good company come together. You will</p>

	<p>shape the café's identity, champion community involvement, and inspire a dedicated volunteer team.</p> <p>This is more than a job, it's a chance to help local residents thrive, create meals that nourish body and mind, and build a café that becomes a cornerstone of the community.</p> <p>Primary duties include:</p> <p>Cafe Setup:</p> <ul style="list-style-type: none"> - Assist in the setup of the cafe, including layout, equipment procurement, and initial staffing. - Develop operational procedures and policies for the cafe. - Support the ongoing development of café spaces. - Design sustainable menus using surplus donations and seasonal goods. - Contribute to the ambiance and creative direction of the café. <p>Lead Daily Café Operations</p> <ul style="list-style-type: none"> - Oversee smooth, efficient day-to-day running of the café. - Ensure high-quality, nutritious and affordable food is served. - Maintain excellent food hygiene, health & safety and SFBB standards. - Manage stock, ordering, and supplier relationships. - Shape the Café Experience - Design weekly menus using surplus and seasonal ingredients. - Contribute to the café's atmosphere, layout, and customer experience. - Develop café-based activities that bring local residents together. - Lead and Support Volunteers - Recruit, train, inspire and supervise a team of volunteers. - Create fair and efficient volunteer rotas. - Empower volunteers, some of whom may have additional needs, to build skills and confidence. - Community & Customer Engagement - Build positive relationships with residents, partners and stakeholders. - Host community groups and events. - Provide warm, inclusive and responsive customer service. <p>Financial & Administrative Responsibilities</p>
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	<ul style="list-style-type: none"> - Manage budgets, track sales and oversee cash handling. - Support financial reporting and income generation. - Uphold all operational policies and contribute to continuous improvement. <p>Compliance and Safety:</p> <ul style="list-style-type: none"> - Follow all food safety regulations and health codes. Assist with regular inspections to maintain a safe working environment.
Person Specification	<ul style="list-style-type: none"> - Experience working in a café, kitchen or hospitality environment (management desirable). - A passion for people, community and creating inclusive spaces. - Creative approach to cooking with surplus and seasonal produce. - Strong organisational, leadership and problem-solving skills. - Warm, confident communication style. - Ability to work flexibly, including occasional weekends. - Basic IT skills. - Qualifications (Essential/Preferred) - Essential: Food Safety Level 2 (or willingness to obtain) - Desirable: First Aid certificate; experience working with volunteers; experience in a charity/community setting <p>Personal Attributes</p> <ul style="list-style-type: none"> - Kind, patient and people-centred - Values-driven and committed to dignity for all - Able to thrive in a fast-paced, ever-changing environment - Eager to learn, grow and contribute creatively <p>This role is subject to a Disclosure and Barring Service (DBS) check.</p>
Commitment to Equal Opportunities	<p>All Staff, Contractors, Freelancers and Volunteers have a legal and moral responsibility to ensure that Spring Community Hub is free from discrimination, harassment and bullying</p> <p>We are an equal opportunities employer and we welcome applications regardless of sex, gender, and race, age, belief in any religion and none, gender identity, ethnic origin, class, sexuality, nationality, appearance, unrelated criminal activities,</p>

	<p>disability, responsibility for dependents, part-time or shift workers, being HIV positive or living with AIDS, lived experience of Significant Poverty or Inequality and any other matter which causes a person to be treated with injustice.</p> <p>We believe diversity is a strength, and our aim is to make sure that SCH reflects the communities we serve.</p> <p>SCH is consciously working towards our organisation being a place where everyone can bring out their skills and talents and make their best contribution to our mission to support our guests along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of Significant Poverty and Inequality and people from all marginalised groups, communities and backgrounds.</p>
Responsible for staff/equipment	Volunteers/Phone/Laptop/Kitchen Equipment
Reporting to...	<ul style="list-style-type: none"> • Service Manager
Why Join us / Benefits	<ul style="list-style-type: none"> • A warm, welcoming and passionate working environment. • People-focussed with a friendly and supportive workplace culture • We are a London Living Wage Employer • An active commitment to equality and diversity • We offer continuing opportunities for learning, and personal and Professional development together with regular supervision, training and support for all our staff and Volunteers. • Frequent Team Away Days and Celebrations, as part of a friendly and collaborative team

How to Apply	<p>Interested candidates should first complete the application form. Then, if suitable will be invited to forward their CV and a maximum of an A4 cover letter stating what makes you suitable for the role to the Operations Manager @ recruitment@springcommunityhub.org.uk</p> <p>Once your application has been reviewed we will contact you by phone for an initial conversation.</p> <p>Closing Date: This is on a rolling basis.</p>
Application process:	<ol style="list-style-type: none"> 1. Fill in attached application form 2. You will then be invited to submit your CV with a Supporting Statement. 3. If you are shortlisted you will be invited to a formal interview which will consist of a presentation and/or practical task plus a panel interview which will last up to 1hr
Accessibility	<p>We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional support as you apply for a role, please contact our Head of Compliance and Development (selina.boshorin@springcommunityhub.org.uk) to discuss how we can help.</p>