



Café Lead

Location: The Rutland Hub, Oakham, Rutland

Hours: 25 hours per week

Typical Working Pattern: Monday to Saturday, normally worked over five days. Typical hours will usually be between 8.00am and 1.00pm, although flexibility may occasionally be required to meet the needs of the café and Hub events.

Salary: £16,750 per annum

Reports to: Hub Operations Manager

About The Rutland Hub

The Rutland Hub exists to create a welcoming and friendly space for everyone in and around Rutland.

As part of the ongoing vision of Oakham Baptist Church to reconcile Rutland to the Kingdom of God, The Rutland Hub has been established to provide outstanding hospitality, flexible community facilities and a place where people from all backgrounds can gather, connect and flourish.

The Hub Café is central to that vision. More than simply serving food and drink, it provides a place where visitors experience genuine welcome, friendship and care.

Purpose of the Role

The Café Lead is responsible for the day-to-day operation of The Hub Café, ensuring that every customer receives a warm welcome and an excellent experience.

Working with the Hub Operations Manager and a team of volunteers, the Café Lead will create a professional, welcoming and well-organised café that reflects the values of The Rutland Hub through excellent customer service, practical organisation and outstanding hospitality.

The Café Lead will play a key role in creating an outstanding community café where excellent hospitality, high standards and genuine Christian welcome are experienced by everyone who visits.

Key Responsibilities

Café Operations

- Prepare and open the café each morning.
- Prepare and serve high-quality hot and cold drinks and light food.
- Ensure the café is clean, well presented and ready to welcome customers.
- Maintain excellent standards of food hygiene and cleanliness.
- Monitor stock levels and inform the Hub Operations Manager when supplies require replenishment.
- Operate the till and process customer payments accurately.
- Assist with catering for conferences, meetings and Hub events where required.

Customer Experience

- Provide a consistently warm, friendly and professional welcome to every visitor.
- Build positive relationships with regular customers and community groups.
- Create an atmosphere that encourages people to feel relaxed, valued and at home.
- Respond professionally to customer enquiries and feedback.
- Maintain high standards of presentation throughout the café.

Volunteer Leadership

- Help recruit, encourage and support café volunteers.
- Train volunteers in customer service, food hygiene and café procedures.
- Organise volunteer rotas in conjunction with the Hub Operations Manager.

Team Working

- Work closely with the Hub Operations Manager to ensure the smooth operation of the café.
- Contribute ideas to help develop and improve the café as it grows.
- Support the wider mission and activities of The Rutland Hub.

Person Specification

Essential

- Friendly, welcoming and naturally hospitable.
- Excellent interpersonal and communication skills.
- Passionate about delivering outstanding customer service.
- Well organised, reliable and able to prioritise workload.
- Able to work independently while contributing positively to a team.
- Comfortable leading and encouraging volunteers.
- Able to remain calm during busy periods.
- Good standards of personal organisation and attention to detail.
- Supportive of the Christian vision, values and ethos of Oakham Baptist Church.

Desirable

- Previous experience working in a café, coffee shop or hospitality environment.
- Barista experience and Food Hygiene Certificate.
- Experience supervising staff or volunteers.
- Experience handling cash and operating a till.

Because this role contributes directly to the Christian mission and ethos of The Rutland Hub, there is a Genuine Occupational Requirement under Schedule 9 of the Equality Act 2010 for the postholder to be a practising Christian who is supportive of the evangelical basis of faith of Oakham Baptist Church.

Join us as we create a place where hospitality reflects the love of Christ and helps reconcile Rutland to the Kingdom of God.

