



Position Title: Assistant Manager - 115 Collective Cafe
Status: Part Time Staff (0.8 FTE), Optional Full Time
Reports To: Cafe & Catering Manager
Date Prepared: March 2024

115 Collective: 'We're not just a cafe. We're all about community.'

A community focussed local business under the umbrella of True North Church.

Summary:

The Cafe Assistant Manager is a key role within 115, responsible to ensure that we are creating an environment of excellence, consistency, team culture and a warm and personal experience, driving coffee development and staff rostering in collaboration with the Cafe & Catering Manager.

Duties:

1. Customer Service / Coffee Production:
 - Responsible for ensuring provision of a consistently high quality coffee experience and offering to customers
 - Quality customer service - drive and lead by example in line with the established "Moments of Truth" service philosophy
2. Ordering – Products / Supplies / etc.:
 - Management of all coffee ordering, products, and supplies needed to create the environment and experience desired at 115 Collective
3. Shop Cleaning & Maintenance:
 - Tidiness (Coffee Zone) – Must be tidy and clean at all times (including under counter). Excess stock must be tidily stored elsewhere
 - Maintenance (Coffee Machine / Grinders / Water System. Etc.) Maintain records and rhythms, point of contact for service providers
4. Team and culture building:
 - Drive efficient and effective rostering of cafe staff to steward 115 fiscal resources whilst serving our community well
 - Training and development lead for baristas and cafe staff
 - Creating a work environment and culture of excellence in coffee and customer service that exceeds expectations
5. Values & Culture Alignment
 - Create a café environment that carries True North Church values and culture
 - Operate in conjunction with True North Church services and events, and with a flexible approach to the relationship between the café and the church

This role requires someone who can lead, manage others, maintain a high level of excellence, juggle a variety of tasks, and work with a commitment to the overall mission, vision, and strategy of True North Church.

Interested? Contact: info@115collective.com with resume & cover letter addressing how you fit.