



Deputy Atrium Manager

Role Description & Person Specification

All Saints' Woodford Wells

We are a vibrant, charismatic evangelical Anglican church in the heart of Woodford Green. Our vision is to see Jesus at the centre of every life, marriage, family, workplace, community and nation.

Our Values

We believe that the Bible is the Word of God and that it is our authority in all things. The central message of Jesus' teaching was that of the Kingdom of God. We believe that the Christian life is to be lived in intimate relationship with Jesus, in the power of the Holy Spirit.

Our Safeguarding Commitment

We are committed, as part of the Christian Church, to protect and care for everyone. Looking the other way is not an option. We have adopted the Church of England's policies and best practice on safeguarding. We follow Safer Recruitment processes for all roles which involve substantial contact with children and vulnerable adults, including Enhanced DBS checks where appropriate.

Our Team

The Bible teaches that Church is not just a gathering of people but Jesus' Body on Earth. We carry out His mission as we use our gifts to love and serve those around us. Serving forms part of worship, a way of expressing gratitude for what Jesus has done for us, sharing the love and grace we've received.



The Atrium

As part of our vision, to see Jesus at the centre of every life, marriage, family, workplace, community and nation, The Atrium café is a place of outreach and ministry within our church family and the wider community.

It serves a selection of coffees, teas and other refreshments, plus home-made cakes and pastries in a relaxed environment with friendly faces.

Generally it is open from 8.30am - 1pm during term time, from Monday to Friday, and the first and second Saturdays of the month from 9am - 1pm.

Main Recruitment, Training & Compliance Requirements

Responsible Person	Name: Rachel Whitelegg Email: rachel@asww.org.uk
Application Form and References	Required as part of the application and pre-appointment processes
DBS Check and Confidential Declaration	Enhanced DBS required for this role
Right to Work in the UK ID Check	Required as part of the pre-appointment process
Safeguarding Requirements	Required to read and provide written confirmation of agreement to our Safeguarding Policy. Required to do online Basic Awareness, Foundations of Safeguarding and Domestic Abuse training
All Saints' Policies and Procedures	Familiarity and compliance with these is required for this role, including the Staff Team Covenant

Role Description

Key responsibilities:

- Support the Atrium Manager in
 - Establishing the Atrium as a place of hospitality and blessing
 - Identifying and developing opportunities for community outreach
 - Building relationships with the wider staff team, volunteers and key organisations
 - Providing practical leadership overseeing the daily operation of the café
 - Leading the team by both example and encouragement to ensure high standards. This includes pastoral oversight of the team, praying with people as required and pointing them towards further pastoral support where appropriate
- Delegate responsibilities and tasks to the volunteer team in a way that honours individuals, develops their gifts and allows them to demonstrate service and humility
- Work closely with the Atrium Manager to ensure there is shared understanding of any issues and to discuss potential future developments
- Work closely with the Atrium Manager to ensure a seamless service irrespective of who is working in the Atrium on any given day

Duties include, but are not limited to:

- Open the café at the beginning of the session, opening the till and preparing equipment, food etc
- Close the café at the end of session, cleaning and cashing up
- Assist the Atrium Manager with Discipleship Year students and wider volunteer team liaison to ensure staffing levels are maintained for all shifts
- Notify the Atrium Manager about any site or equipment issues
- Discuss ideas for extending the product offering with the Atrium Manager
- Attend staff worship and prayer meetings

Person Specification

- Supervise and train the volunteer helpers in their tasks
- Ensure that food hygiene standards and codes of conduct are maintained, throughout the team and over the site
- Ensure that health and safety procedures are observed, and the café operates in a safe manner
- Liaise with bakers to ensure continuity of supply
- Receive deliveries of homemade cakes, logging details in the allergens register and clearly labelling items containing them
- Monitor stock and order and receive supplies, defrosting items as necessary
- Act as a fire marshal and first aider when required

Key skills

- Communication and leadership skills
- Able to engage confidently with both customers and team in a pleasant manner and with a strong focus on customer service
- Able to set the tone of a professional yet welcoming environment
- Able to manage challenging people and behaviours, taking authority over situations whilst acting with grace
- Good organisational skills
- Able to prioritise, particularly in busy periods
- Able to manage stock levels
- Able to maintain good records and a clean tidy, hygienic work environment

Technical skills

- Numerate and confident in the handling of money
- Competent in the operation of basic coffee shop equipment (coffee machines, till, card machine etc.)
- Good observational skills to identify potential hazards
- Trained in food hygiene, health and safety, first aid and fire evacuation procedures
- Trained in safeguarding, confident and competent to handle any emerging safeguarding issues as they arise
- Trained in safer recruitment, confident and competent to recruit and people manage in accordance with All Saints' safer recruitment processes and procedures
- Trained in first aid
- Trained in fire evacuation procedures

Personal Characteristics

- Calm and patient when under pressure
- Self-motivated, with a can-do attitude, and the energy to see initiatives through to their conclusion
- Confident and friendly with abundant grace and patience

Genuine Occupational Requirement

It is a Genuine Occupational Requirement for the person in this role to be a strong, mature and committed Christian, dedicated to building God's Kingdom. They will be expected to have a strong personal faith and to be a regular and committed member of All Saints', active in Sunday worship and midweek activities. The tradition of the church is evangelical charismatic, with service styles varying from formal to contemporary.