

# Coffee @Mencap Manager



## Role Description

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### Summary

**Salary:** £22,500

**Contract:** initially 6 months

**Hours:** 30- 37.5hrs -Flexible

**Based at:** Mencap Cottage, 6-8 Mariners Road, Sefton, L23 6SX.

**Responsible to:** Centre Manager

### About Us

Mencap Liverpool & Sefton is a local learning disability charity.

We are a group of members, volunteers, paid staff, trustees and supporters.

Together, we create spaces where everyone is valued equally, listened to and included in everyday life.

**One of these spaces, is a small coffee shop that we're establishing in order to build links with the local community and to provide employment, training and volunteering opportunities.**

### We believe:

People with a learning disability should have the same rights, opportunities and responsibilities as anyone else.

Learning disability should not be a barrier or an excuse.

We believe in our members and in their ability to change the world.

### We are:

**Human** We're all equal and we're all different. We all need support and we all have lots to give. We sometimes make mistakes, we are always learning.

**Brave** We will challenge injustice even when that makes us stand out. We will push boundaries and try new ways of doing things. We will admit when we've got things wrong and work to make things better.

**Kind** We care about each other. When we need to have difficult conversations we will think about the other person's feelings and be gentle, so they know that we care. We will be clear about what we mean.



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## What we do:

We aim to prevent isolation and the problems it causes. We run an outreach project to support people in crisis and we connect people to opportunities, activities, and new friends, through various social & physical activity groups and our befriending project.

We enable people to progress, to take personal responsibility for identifying and achieving their goals, through our workshops, travel training and personal coaching.

We involved people in empowering others by giving them confidence and skills to share their experiences through training opportunities, peer mentoring, volunteering and public speaking.

Most of the people we work with have mild to moderate learning disability and many also have autism. Lots of our members get no other form of support. We are affiliated to the national charity Royal Mencap Society (RMS), but we are an independent, locally ran charity: we receive no funding from RMS.

## About the job

In 2018 Mencap Liverpool merged with South Sefton Mencap to save the latter from closing. We were also keen to secure the future of Mencap Cottage House, so that it could become an asset for the charity, it's members and the whole of the community.

**We are about to open a small coffee shop in the front of the building and the focus of this job is getting the coffee shop up and running.**

The Cottage was built as a children's home and given to Crosby Mencap in 1968. The charity, which later became South Sefton Mencap was always run by volunteers and for many years it was home to a day service run by national Mencap (RMS) as well as our own Thursday Club (which has been running since the early 1960s). Although the building is well known by anyone who grew up locally, few people outside the charity have ever been inside. This needs to change!

There are lots of fantastic spaces inside and outside the cottage- we've already started with a few improvements and now that restrictions are lifting we are really keen to fill the building with life again. We need your help. Can you develop and deliver our offer?

The building has the following spaces/potential

- small coffee shop & tea room.
- art room
- quiet/sensory room
- larger multi-use room
- wellbeing/therapy/counselling room
- games room
- training/meeting room
- managed work space
- sensory garden
- woodworking space
- small outdoor events space

## The job description

The main objective of this role is to open our small coffee shop & tea room project, so that we can test out our ideas and demonstrate to potential funders and backers how it could work.

### Coffee@Mencap responsibilities:

- Leading your team to deliver good experiences for your customers and your team, keeping expectations & standards high.
- Confidently managing shifts and rotas and ensuring the day-to-day basic practices of the coffee shop are maintained at all times including: drinks quality, customer experience, cash handling, health & safety and food hygiene & allergen practices.
- Manage stock rotation, coordinate with vendors and order supplies as needed
- Coach & develop your team of volunteers and trainees to be the best they can be, empowering them to prepare drinks independently, look after the equipment and deliver excellent customer service.
- Encouraging and addressing customer feedback, using this as an opportunity to continuously improve our performance and what we offer.
- Add new menu items based on seasonality and customers' preferences.
- Work with our development manager to market our Coffee@Mencap offer across all our channels.
- Nurture friendly relationships with customers to build support for the coffee shop and for the charity.

### Wider responsibilities

The coffee shop project sits within our cottage community centre. We want to create lots of reasons for people to visit us and so your role will also involve driving footfall:

- Develop a programme of on-going community activities and one-off events to run from the various spaces within the building.
- Build relationships with a range of partners in the local area who can use the space to deliver their offer.

To deliver this successfully, you'll need to work closely with the rest of the central support team. Our centre manager will provide the stable welcoming presence and oversee the ongoing management of our physical resources. Our volunteer co-ordinator will work with you to develop roles and volunteers, to support the activities you establish. Our development manager will be your go-to for key relationships.

You'll also liaise with our member-facing team so that we have a joined up approach which complements the needs and skills of our members. Our directions manager will help you develop training and employment opportunities for our members to support the coffee shop.

We're a small team who need to work together well, be there for each other and encourage each other. We expect all our staff members to support the overall organisation. This means you'll be

expected to play an active role in our fundraising. You may also need to step in to support group activities with our members and/or support the work of other colleagues. You can also expect them to help you in return. If this isn't your thing, please don't apply.

## Person specification

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We're looking for someone with coffee experience who can get things off the ground. You'll need energy, enthusiasm and drive. You are passionate about coffee as well as growing individuals within your team and helping them in their individual career journeys.

Please see our table on the next page for a break-down showing what we're looking for. You will be marked out of 5 for experience, out of 10 for skills, knowledge & understanding and out of 3 for attributes (because we'll mainly be assessing your attributes by interview).

### Circumstances

This role is based at Mencap Cottage House in Crosby. You don't need to drive, but living close by would definitely be an advantage. The role will include regular evenings and weekends. All our roles involve working with vulnerable adults so you will need a DBS Disclosure. As a general rule, we'd expect you to keep regular hours, normally working Wednesday through Sunday, between 30- 37.5hrs/week,

### To apply

Please send a CV and a short covering letter showing how you meet the essential criteria for the role to [angie.quinn@mencapliverpool.org.uk](mailto:angie.quinn@mencapliverpool.org.uk). **We will be interviewing as we go and will appoint as soon as we find a candidate with the right skills.** In the subject line of your email, please use the code given once you've completed our [Equality Diversity & Inclusion Questionnaire](#) followed by your name. This will ensure your email does not go to our junk folder.

*This role profile is non-contractual and provided for guidance. It will be updated and amended from time-to-time in accordance with the changing needs of the organisation and the requirements of the job.*

	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and Maths at Grade C or above (or equivalent)</li> <li>Level 3 Food Safety qualification, or ability to undertake training to this level</li> </ul>	<ul style="list-style-type: none"> <li>Relevant qualifications in hospitality, food hygiene, catering</li> <li>Formal barista courses</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Certificates</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>6months+ barista experience</li> <li>Work experience in a catering or hospitality environment at supervisor level</li> <li>voluntary and community organisations and/or social enterprise</li> <li>working in a pressurised environment</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer management</li> <li>Working alongside people who have a learning disability</li> <li>new business development</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Skills, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>Excellent team working skills - being a great team member and leader is critical to your success in this role.</li> <li>A flair for innovation, you'll be able to spot and develop potential</li> <li>Strong organisation skills and a logistical mindset</li> <li>Effective communicator, especially in person,</li> <li>Comfortable with financial concepts, such as pricing</li> </ul>	<ul style="list-style-type: none"> <li>Making information accessible- e.g. Easy Read</li> <li>Knowledge of the local area would be a definite advantage</li> <li>Competent user of Microsoft Office365 (Word, Excel, Outlook, PowerPoint, Teams)</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>Proactive with a strong work ethic and willingness to get stuck in</li> <li>People-focused and care about creating a positive environment for your customers &amp; your team</li> <li>Person centred- you treat each person as an individual and not a label.</li> <li>Passionate about equality, social justice and coffee</li> <li>Lives out our values- you are brave, kind and have a good degree of self-awareness.</li> <li>Resilience and the ability to maintain and inspire enthusiasm.</li> <li>Excellent interpersonal skills; humility, tact, good humour, patience and diplomacy.</li> <li>Keen to develop your own skills as a leader and as a coffee professional</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>