

Job Description: Office Support

Post title: Office Support

Employed by: Livingwell Community Church

Accountable to: Centre Manager / Café Manager

Responsible for: Clerical, Leisure, Cleaning and Caretaking Staff

Hours: Zero Hours Contract (flexible rota, Monday to Saturday)

Location: Edgbaston Community Centre, 40 Woodview Drive, Edgbaston, Birmingham B15 2HU

Salary: £13.50 per hour

Job Purpose

The post-holder will play a key role in ensuring the smooth running of both the Community Centre and Café, supporting the mission and ethos of Livingwell Community Church. The role involves providing exceptional customer service, administrative support, and maintaining a welcoming environment for visitors, church members, and community users. The post-holder will work as part of a dynamic, faith-based team committed to serving the local community with excellence and care.

Main Duties

- Prepare and serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Serve light meals and snacks, maintaining a clean and inviting café environment.
- Support the day-to-day administration of the Centre and Café operations.
- Handle customer payments, bookings, and enquiries in a professional and friendly manner.
- Assist with marketing, promotion, and customer engagement activities for both the café and the Centre.
- Ensure health, safety, and hygiene standards are always upheld.
- Maintain stock levels, supplies, and equipment, ensuring areas are well presented. Support with event coordination, including catering and hospitality for church and community events.
- Liaise with Centre users, volunteers, and staff to ensure efficient communication and service delivery.
- Demonstrate and promote the Christian ethos and values of Livingwell Community Church in all interactions.

Person Specification

- Previous administrative work preferred.
- Excellent customer service and communication skills.
- Ability to manage multiple tasks and prioritise workload.
- Good computer literacy, including Microsoft Word, Excel, and email systems.
- Basic cash handling and record-keeping experience.
- Team player with a positive and flexible attitude.
- Commitment to community-run services and church-based initiatives.
- Ability to work occasional evenings and weekends.
- Commitment to demonstrating Christian values in service and teamwork.