
Job Title: Sanctuary Café Manager

Organisation: Refugee Support Group

Location: Refugee Support Group Sanctuary Cafe, Reading.

Hours: 37.5 (events may involve working outside normal office hours)

Salary: £ 30,000-32,000 per annum

Contract: Permanent

Reporting to: Head of Support Services

About us

Refugee Support Group is a registered charity committed to supporting refugees and people seeking asylum. Our work is rooted in compassion, dignity, and inclusion.

We are developing a **Sanctuary Café** as part of our wider community services. The café will operate as a public café during the mornings and as a safe, supportive space for client-focused activities in the afternoons.

About the role

We are seeking an experienced and values-driven Café Manager to establish and lead the day-to-day operations of the Sanctuary Café, including the preparation and service of beverages and light food, while addressing any operational issues as they arise.

This role is responsible for the recruitment, training, supervision, and ongoing support of café volunteers. You will ensure compliance with all health and safety requirements and oversee the purchasing of supplies to maintain efficient café operations. A strong focus on customer satisfaction is essential, and you will regularly monitor and respond to customer feedback to maintain high standards of service.

You will always act with integrity, upholding RSG's values, supporting integration, and ensuring the café remains a safe and welcoming space for people seeking sanctuary. As an organisation, RSG demonstrates a strong commitment to supporting and promoting refugee leadership.

Working closely with the Integration Programme Coordinator, you will help create and sustain an inclusive environment that supports asylum seekers and refugees.

Key responsibilities**Managing beverage and food operation**

- Manage all day-to-day operations to the highest standards.
- Preserve excellent levels of internal and external customer service.
- Design board for beverage/food choice, purchase goods and continuously make necessary improvements.

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- Keep up to date with industry pricing and initiate ideas to bring footfall into the cafe in line with costs.
 - Build good relationships with reliable suppliers for cost-effective sourcing and monitoring of ingredient quality, whilst ensuring minimum waste.
 - Identify customers' needs and respond proactively to all their concerns.
 - Lead the team by attracting, recruiting, training, and appraising talented personnel.
 - Establish targets, KPI's, schedules, policies, and procedures in line with the strategy, keeping management updated.
 - Provide a two-way communication and nurture an ownership environment with emphasis in motivation and teamwork whilst ensuring individuals wellbeing is always a priority.
 - Comply with all health and safety regulations.
 - Use of agreed social media for marketing to raise awareness of the cafe and to bring in additional footfall.

Budget Management

- **Cost of Goods:** Direct costs such as ingredients, packaging, consumables, and waste.
- **Revenue Forecasting:** Projected income based on sales volume, product mix, seasonality, customer numbers, and average spend.
- **Variable Operating Expenses:** Activity-based costs including maintenance, cleaning, marketing, delivery, and payment fees.
- **Marketing & Sales Budget:** Spending on promotions, loyalty schemes, branding, and local outreach.
- **Cash Flow Management:** Managing income and expenses through cash tracking, supplier payment, and reconciliation.

About you

Essential criteria

- Minimum of 2 years proven beverage & food management experience.
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS).
- Ability to spot and resolve problems efficiently.
- Proficient in delegating multiple tasks.
- Strong in communication and leadership skills.
- Up to date with beverages & food trends and best practices.
- Ability to manage personnel and meet financial targets.
- Certificate in food hygiene L2.

Desirable



Reading Refugee Support Group, 1st Floor RISC, 35-39 London Street, Reading RG1 4PS

Tel: 0118 950 5356 Fax: 0118 958 5406 Email: info@rrsg.org.uk Website: www.rrsg.org.uk

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RRSG is funded by Reading Borough Council, local and national charities, and donations.

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- Awareness of the asylum process and refugee challenges
 - Experience of working with refugees and asylum seekers
 - Lived refugee experience.

Benefits

- Employer pension contribution of **6%**
- Holidays: 25 days per year (plus additional day per year worked to a max of 30 days) plus bank holidays.
- 3-day Christmas leave allowance.
- 2-day summer break allowance.
- Bike to Work scheme.
- Free eye tests.

Our commitment to equity and safeguarding

Refugee Support Group is committed to equality, diversity, and inclusion and welcomes applications from people of all backgrounds. We particularly encourage applications from individuals with lived experience relevant to our work.

How to apply

Please submit:

- A CV
- A covering letter explaining how your experience and values align with this role.

Send Application to: recruitment@rrsg.org.uk

Closing Date: 15th of May



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