



Gangstar Team Member

18 month Fixed Term Contract



The Message Trust South Africa was launched in February 2014 as the first international hub of The Message Trust who has been working in the UK since the late 1980's.

The Message has a special focus of sharing the love of Jesus Christ with the hardest to reach young people in urban areas. We seek to raise up Urban Heroes – culture shifting disciples who will impact their generation.

The Message South Africa shares the same vision and values as the founding organisation in the UK. Since 2014, we have been actively seeking to adapt and contextualise the way we impact young people to better suit the South African context.

The mark of a life changed by Jesus is the desire to see others changed too. We believe young people in South Africa can go from being the problem to the solution. We want to use the talents and resources that God has graciously given us to create pathways to success for tens of thousands of urban teenagers and young adults through our Creative Mission, Christ-centred Enterprise, and Community Transformation initiatives.

Our dream for all those we work with is that they will grow into transformational leaders, fulfilling their God-given potential.

We are unashamed about our witness and dependence on Jesus Christ – the surest hope for the transformation of our society. We are glad that you are part of The Message family that is now growing in multiple countries around the world.

Gangstar Enterprise Development is a social enterprise owned by The Message Trust South Africa, a Christian nonprofit, that uses a variety of initiatives to provide training, support and employment to formally incarcerated individuals and those at risk of offending who are passionate about a fresh start in life.

The enterprise provides permanent, fixed term and casual employment opportunities at its Café's located in Mowbray, Durbanville, and Goodwood, as well as events, festivals, and markets through its mobile service offering

Find out more: www.gangstarcafe.com



Job Specification

Job Title:	Gangstar General Assistant and Barista
Location:	Based at Mowbray Café / The Message Trust Offices
Remuneration:	A1
Terms:	18 Month Fixed Contract
Working hours:	45 hours per week Flexible as per operational and event schedule
Report To:	Head of Prison and Enterprise

Summary of Role:

The Gangstar Team Member contributes to Gangstar Café's success by providing legendary customer service to all customers. This job creates the Gangstar Experience for our customers by providing customers with prompt service, quality beverages and products, and maintaining a clean and comfortable Cafe environment. The employee is responsible for modelling and acting in accordance with Gangstar guiding principles.

The Gangstar Team Member supports the Gangstar Team by serving as general assistant and relief barista in the café, and at external mobile events as and when required. Whilst this Job Description summarises the key elements of the job, this role offers general support to the business on a need basis.

Duties and responsibilities *(include but are not limited to the following)*

1. Gangstar Team Member

- Take orders and deliver legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.
- Prepare food and beverages on the menu and serve to customers in a presentable manner.
- Clean the kitchen surfaces and wash the dishes to maintain a healthy and safe environment.
- Wipe down tables and tidy chairs and ensure the café floor is always presentable.
- Relief cafe staff when needed to cover operational requirements.
- Purchase stock for the café and events as required and facilitate returns if needed.
- Upload invoices and receipts onto Dext as required.
- Assist with cash reconciliation and deposit of cash into the bank account.
- Ensure the coffee trailer and wagon equipment (e.g. machines, grinders, etc.) are cleaned and prepared for and after events and maintained in good working order.
- Ensure the pricelists are prepared and printed for external events, the point of sale is ready for use, the float is arranged, and the venue or trailers are prepared for optimal service.
- Prepare Gangstar Hall and/or Café according to the event venue set-up requirements and clear the space after events, ensuring that equipment is packed away and the space is reset.
- Oversee events with the assigned team and fulfil the role of events barista as per the staffing schedule.

2. General

- Attend daily morning prayer session, weekly devotions, The Message monthly prayer day, and staff meetings as operationally possible.
- Attend Message fundraising events if operational duties allow.
- Promote and participate in fundraising activities.
- Participate in all Message and Gangstar hands-on deck events.

- Share your story to impact others' lives and promote the mission of The Message Trust and Gangstar Café brands.

3. Requirements

- Belong to a local church and strive to be an active member serving within the church community.
- Take personal accountability for self, including things you may be struggling with and reach out to your line manager, life coach, or spiritual mentor.

Person Specification

Knowledge, skills and experience

- Minimum 2 years' experience as a barista and general kitchen assistant.
- Experience serving at events and overseeing a team (advantageous).
- Barista qualification (advantageous).
- Experience working on a Point of Sale (advantageous).
- Computer literate (able to use MS Word, MS Excel and emails) (advantageous).
- Able to communicate effectively both verbally and in writing.
- Takes responsibility and initiative regarding assigned tasks.

Essential

- MUST have a valid SA driver's license for more than 3 years and be able to pull a trailer.

Attributes

- Acts with integrity, honesty, and knowledge that promote the culture, values and mission of Gangstar.
- Ability to learn quickly.
- Ability to understand and carry out oral and written instructions and requests.
- Strong interpersonal skills.
- Ability to work as part of a team.
- Ability to build relationships.
- Excellent interpersonal and communication skills.
- Gifted in troubleshooting, problem solving and conflict resolution.

Core Competencies

- **Customer Focus** | Delivers legendary service that meets and exceeds all customers' expectations
- **Ethics and Integrity** | Adheres to Gangstar values, beliefs, and principles during good and bad times

- **Composure** | Remains calm, maintains perspective and responds in a professional manner when faced with tough situations
- **Personal Learning** | Takes personal responsibility for the continuous learning of new knowledge, skills, and experiences
- **Dealing with Pressure** | Able to successfully function during times of uncertainty and changing priorities
- **Decision-Making** | Makes timely and quality decisions based on a mixture of analysis, wisdom, experience, and judgment
- **Relational Adaptability** | Builds effective relationships with all people; up, down and sideways, inside and outside of Gangstar
- **Results Oriented** | Gets results and achieves goals



Note

The post holder must be a committed Christian who believes in the Lordship of Christ and the authority of scripture, and who wants to see the Christian message communicated effectively to young people. Applicants should be able to articulate a clear vision for their role within the work of The Message, particularly with reference to their ability to function within the framework of its Mission, Vision, Ethos and Values.

All employees commit to adhering to the terms of the Children's Act of 2005.
The successful candidate for this post will be asked to apply for a Police Clearance.

This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes.

Confidentiality

Any information relating to people or staff acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of staff such as senior staff members or with the line manager.

All information handled must strictly adhere to our POPI policies.