



## Café Operations Coordinator

February 2026

Wave Hub, a vibrant community-focused charity in Muswell Hill, is seeking a dynamic and passionate Café Operations Coordinator to join our team. This role is crucial in supporting our mission to create an inclusive space where people with and without learning disabilities can come together, learn, and thrive.

**Contract:** Six-month fixed term, part-time

**Hours:** 21 hours per week

**Working pattern:** Wednesday and Thursday (fixed hub days) plus half day flexible admin

**Location:** Muswell Hill, N10

**Reports to:** Director

### Introduction to Wave Hub (Wave Muswell Hill CIO, charity no. 1171421)

Wave Hub is a community café and hub that promotes social inclusion and provides opportunities for people with learning disabilities. We offer a welcoming space for all, serving great food and drinks while fostering community connections and running inclusive activities.

Wave Hub currently operates an inclusive community café in a local venue, two days per week, providing a creative space where people of all abilities can socialise, eat, work and take part in inclusive activities together, such as art, craft and fitness classes.

Wave Muswell Hill CIO is an Equal Opportunities employer, committed to embracing diversity and difference.



### Role Summary

This is a hands-on operational leadership role within a busy, live community setting. You will be responsible for ensuring both weekly hub days run smoothly, safely and efficiently, while maintaining the inclusive and welcoming atmosphere at the heart of Wave Hub.

## Work Schedule

- 21 hours per week.
- The role includes full delivery days on **Wednesday and Thursday** at Wave Hub in Muswell Hill. Attendance on both hub days is essential.
- An additional half day per week is allocated for administrative responsibilities. This may be worked flexibly by agreement and must be used to complete financial, compliance and operational tasks accurately and on time.
- The postholder will also be expected to be available for up to four evening events and two Saturdays per year as part of Wave Hub's fundraising and community programme. Time off in lieu or paid overtime will be offered, by agreement.

## Key Responsibilities

- Oversee day-to-day café operations across both hub days
- Lead and coordinate a diverse team of staff and volunteers
- Take responsibility for food hygiene and compliance standards
- Ensure clarity of roles and tasks during service
- Maintain financial accuracy in daily takings and reporting

PLEASE EMAIL [leona@wavehub.org.uk](mailto:leona@wavehub.org.uk) for full job description

## The ideal candidate

You are:

- Calm and decisive in a busy environment
- Confident leading a mixed-ability team with clarity and structure
- Comfortable giving direction and holding boundaries when needed
- Organised and able to prioritise in real time
- Able to take responsibility and problem-solve independently
- Someone who brings structure without losing warmth

We value attitude, commitment and empathy as highly as prior experience, and will support the right candidate to grow into aspects of the role

**You will thrive in this role if you are someone who:**

- Is committed to building meaningful working relationships with young adults with learning disabilities and their families
- Is open to learning and developing your understanding of complex social needs and different communication styles
- Enjoys working in a small, relational team alongside a large and varied volunteer base
- Is reliable, self-motivated and able to manage multiple responsibilities at once

## **What We Offer**

- A genuinely inclusive and supportive working environment
- A community-rooted workplace where people care for one another and work collaboratively
- The opportunity to work in a distinctive and inspiring setting shaped by our strong “with not for” ethos, where everyone is valued and expected to contribute
- The chance to work alongside an outstanding group of dedicated and inspiring volunteers
- A role where your contribution has visible, real-world impact every week

**If you're enthusiastic about community building, passionate about inclusivity, and ready to thrive in a busy environment working alongside a mixed-ability team, we want to hear from you!**

To apply, please send your CV and a cover letter detailing why you're perfect for this role to [leona@wavehub.org.uk](mailto:leona@wavehub.org.uk) with the subject line "Café Operations Coordinator Application" by Thursday 10th March 2026.

Interviews will be held on Thursday 12th March 2026.