

JOB PROFILE

Job Title: Coffee Shop Manager

Department: Enterprises

Location: Kingsland Hub

Reporting to: Enterprises Manager

INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users.

Putting the role in context

In the past year, we have moved into our modern hub on Kingsland Road where we run our housing and training activities, and have opened a social enterprise Coffee Shop. Nearby in Hoxton is The Workshop, a social enterprise that runs joinery and creative art projects. Outpost, our stylish social enterprise homeware store and gallery, sells and exhibits products from the Workshop along with a range of other ethical products.

Joining us at this exciting time, you will manage our new social enterprise coffee shop in Haggerston. The Coffee Shop offers attractive and affordable food and drink to the public and users of our hub. You will link with our nearby gardens to place local food at the heart of our offer. And, you will work with our trainers to ensure that we offer high quality and relevant training placements.

Aims of the Post

1. Manage the business performance of the Coffee Shop, ensuring it flourishes as a social enterprise, covers its costs and eventually generates a surplus
2. Provide line management and leadership to the Coffee Shop staff and volunteers
3. Ensure the Coffee Shop and its internal tenant-led suppliers meet Food Hygiene and Health and Safety standards
4. Work with the Adult Learning and Employability team to provide high quality training relevant to the needs of the hospitality industry.

Specific Responsibilities

- Maintain high standards of food quality and presentation, ensuring menus are continually and creatively developed to enable the Coffee Shop to thrive in a competitive market

- Raise the profile of the Coffee Shop within the local community through effective marketing and networking
- Manage costs within budget, ensure efficient administrative and financial processing and lead on business planning, reporting, budgeting and forecasting with the advice from the Enterprises Manager
- Manage the business performance of the Coffee Shop, ensuring annual sales targets and KPIs are met
- Contribute to the marketing strategy and lead on social media marketing activities
- Ensure high standards of Health and Safety and Food Safety and carry out checks in line with statutory requirements and organisational policy
- Liaise with suppliers, taking responsibility for ordering and stock management and ensuring that wastage is minimised and recorded
- Maintain high standards of visual merchandising throughout the Coffee Shop space in order to maximise footfall and sales
- Lead and develop a high performing and values driven team of staff and volunteers
- Develop and supply an exciting and value for money catering offer for local businesses, internal and external events
- Create and maintain an empowering, positive and inclusive training environment for PBHA tenants and participants
- Ensure that staff and volunteer rotas are planned around operational needs, paying particular attention to peak trading hours
- Ensure till transactions and cash handling are carried out in line with PBHA financial protocols, and all Coffee Shop stock is safely and securely stored
- Champion excellence in customer service

General Responsibilities

- Ensure adherence to PBHA policies and procedures
- Participate in key meetings
- Contribute to policy development, income generation, strategic and annual planning, corporate and cross-team activities, external partnerships and promotional activities as required
- Promote, develop and support PBHA's ethos, values and impact
- Provide cover for other team leaders and other workers

All staff are expected to:

- Work co-operatively as part of a team and with other teams
- Be involved in the selection and training of new workers and volunteers
- Participate in staff training and development activities, staff supervisions, appraisals and all relevant meetings
- Ensure the observation of all PBHA's policies and practices, including those relating to equality and diversity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and disciplinary
- Plan and organise own work with a minimum of day to day supervision
- Undertake all other reasonable duties

General Information

Please note that:

- Post holder must recognise the needs of the organisation to change role as is necessary for development.
- All PBHA work premises are non-smoking.

Access Information

The Kingsland Hub site has one level and is accessible to wheelchair users.

Please note this role does require some manual handling.

Accountability

The post holder is accountable to the Enterprises Manager.

Main Conditions of Service

The post holder is required to work 37.5 hours per week with early starts and may be required to work some evenings and weekends/bank holidays. Working hours are currently Monday – Friday, however this may be extended to include weekend shifts in the future. Overtime is not paid but time off in lieu is given. Working hours will revolve around the opening times of the Coffee Shop and may be on a rota basis.

Annual leave entitlement is 26 days per year plus normal bank holidays. This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The salary for this post will be in the range of point 22 to 25, starting at point 22 (£22,920).

The post holder will be eligible for membership of PBHA's contributory pension scheme or an employer's contribution to an approved private pension plan.

PBHA is committed to equal opportunities and anti-discriminatory practice.

ROLE REQUIREMENTS

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

The minimum competencies and experience required for the post are:

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- A, I
- Experience of working in coffee shop/cafe or other catering establishment in a supervisory or management role

- A high level of food preparation and presentation skills
- Experience of preparing barista coffees
- A qualification in supervising food hygiene and safety or a willingness to undertake one
- An active interest in social enterprise

The competencies and experience required for the post are:

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- A, I
- Ability to motivate, inspire and energise teams to achieve positive outcomes
 - Ability to make effective use of customer feedback to inform menu development and quality improvement planning
 - Excellent communication and influencing skills, capable of building beneficial and positive networks and relationships
 - Extensive experience in a public facing role, delivering exemplary customer service
 - Excellent problem solving skills and a commitment to solution focused working
 - Sound time management skills and the ability use own initiative and prioritise tasks
 - Financial awareness and experience of stock management and working to a budget
 - Strong planning and organisational skills including record keeping
 - Working knowledge of food safety, best practice and legal requirements
 - Ability to develop robust business plans, budgets and sales forecasts
 - Proficient in the use of MS Suite and social media
 - A commitment to PBHA's aims and values, and championing local food and minimising our impact on the environment

It is desirable that the candidate will have:

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- A, I
- Experience of managing a coffee shop/cafe or other catering establishment with a proven track record of building income and driving sales
 - A Level 3 Catering qualification or equivalent

The successful candidate will need to be committed to:

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- PBHA's Equality and Diversity policy
 - Co-operative team working
 - Have the flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice

Assessed by*

- A Assessed through Application Form
I Assessed through Interview
T Assessed through Assessment