

CARA COFFEE SHOP ASSISTANT MANAGER

SECTION A: JOB DESCRIPTION

1. ORGANISATION: ROMSEY MILL

ADDRESS: HEMINGFORD ROAD
CAMBRIDGE
CB1 3BZ
TEL.NO. - (01223) 213162

SHOP ADDRESS: CARA COFFEE
29 HIGH STREET
SHELFORD
CB22 5EH

2. JOB TITLE: COFFEE SHOP ASSISTANT MANAGER

3. RESPONSIBLE TO: COFFEE SHOP MANAGER

4. JOB PURPOSE: To be responsible for representing Romsey Mill and assisting in managing the effective and efficient day-to-day running of our social enterprise Coffee Shop at 29 High Street, Shelford: showing welcome & hospitality; preparing & serving tasty food and drinks; providing exceptional customer care; supervising & supporting volunteers and sessional staff; recording sales; maintaining high standards of cleanliness & food hygiene; helping to grow community interest & develop enterprise opportunities; assist the Coffee Chop manager in partnership with Great Shelford Free Church and other local groups.

By undertaking these duties the post-holder will be helping to support and resource Romsey Mill's wider staff team in creating opportunities with young people, children and families to fully belong, positively contribute and thrive.

MAIN RESPONSIBILITIES

1. General Shop Management & Daily Operations (75%):

- Ensuring the shop is safely opened and fully prepared at the start of the day (e.g. dealing with deliveries, preparing food, displaying products and checking equipment).
- Being responsible for the daily running of the coffee shop, preparing and serving food and drinks during opening hours.
- Creating a welcoming, friendly and engaging atmosphere for customers ensuring that excellent hospitality and service is maintained.
- Maintaining clean, safe and inviting Cara Coffee premises in accordance with agreed standards and procedures.
- Assisting the Coffee Shop Manager in the design of seasonal menus and new items
- To understand the importance of maintaining an inclusive menu and ensure allergen-related dietary solutions are made known to customers.
- Supporting and supervising volunteers and sessional staff to adopt safe working practices, within the legislative requirements of a catering establishment, of food hygiene, health and safety, COSHH etc.
- Assisting the Manager in ensuring that key aspects of allergen management are highlighted in processes, training and supplier orders to minimise risks due to accidental cross-contamination or incorrect substitution of ingredients.
- Obtaining feedback from customers and staff and conducting regular team briefings.
- Assisting the Manager in ensuring that the catering operation and record-keeping comply with relevant statutory health and safety and food hygiene regulations, as well as Romsey Mill's policies and procedures.
- Ensuring that the shop is left prepared at the end of the day ready for the next day's opening (e.g. cleaning, recycling, recording and disposing of 'stales' and waste, storing of non-perishable items/ingredients correctly, reorganising the fridges to ensure there is adequate storage capacity for the next day's delivery of supplies as required).

2. Developing Community Awareness, Relationships and Support (10%):

- Assisting in the development of relationships with staff and volunteers from Great Shelford Free Church (GSFC) in support of their mission and activities.
- Helping to connect with and nurture relationships with other community groups, businesses, and organisations and assisting in raising awareness of Cara Coffee & Romsey Mill and maximise support.
- Assisting in the marketing and profile-raising activity, including regular posting to social media to raise awareness of Cara Coffee and to increase the volume of patrons and trade.
- Alongside the Coffee Shop Manager and other Romsey Mill staff members, participate in partnership meetings with GSFC to develop and improve opportunities being created through Cara Coffee.

3. Finance & Administration (10%):

- With the Manager, working within pre-agreed profit margins, establishing and maintaining records of income and expenditure, demonstrating good cost control and an understanding of value for money.
- Identifying and proposing to the manager opportunities to grow and maximise sales.
- Ensuring that cash handled securely is banked regularly.
- Helping to control costs of disposable supplies, kitchen cleaning, maintenance, wastage etc.
- Assisting the Manager to ensure any stock and materials are ordered in a timely way and invoices passed to Romsey Mill's Finance Team for payment.

3. Shop building, Health & Safety and Compliance (5%):

- Follow all Health & Safety policies and procedures relating to the fabric of Cara Coffee Shop premises and the wellbeing of all staff and volunteers, ensuring compliance with Romsey Mill policies, procedures and legal requirements.
- Helping to ensuring that all building features, plant and equipment are kept in a good condition by making the Manager aware of matters of repair, maintenance or replacement as appropriate.
- Acting as a key holder, maintain the security of the Cara Coffee premises.
- Instructing staff and volunteers in Fire Procedures and use of equipment.
- Promoting and ensuring safeguarding and equality & diversity best practice.
- Complying with Trading Standards Legislation.

5. General (5%):

- Be a face-to-face contact with the public, representing Romsey Mill to individuals and organisations and reflecting the Christian values and ethos of the organisation to those whom we serve.
- Assist in the production of written materials and photographs suitable for inclusion in reports.
- Actively engage in Romsey Mill whole team meetings and other occasional Romsey Mill meetings and events.

In addition to the duties set out in this job description the worker may, from time to time, be required to undertake additional or other duties as necessary within his or her capabilities and status to meet the needs of Romsey Mill.

6. SCALE AND IMPACT:

The post-holder will have responsibility for assisting in the management of Cara Coffee Shop with supervisory duties on working days, providing excellent service, helping to grow community relationships & partnerships and generating income that will be invested into Romsey Mill's work with young people, children and families. The post-holder will also work with the Coffee Shop Manager and other Romsey Mill staff members to develop future growth and enterprise opportunities.

7. DISCRETION TO ACT:

The Assistant Coffee Shop Manager will have authority to act within the parameters set by the Coffee Shop Manager and Operations & Resources Manager. The Assistant Coffee Shop Manager will be directly supported by the Coffee Shop Manager and indirectly by the Operations & Resources Manager.

8. ENVIRONMENT:

The Cara Coffee Shop is on the High Street in the village of Great Shelford, South Cambs. The premises are on lease from GSFC but the repairs and maintenance are the responsibility of Romsey Mill whose name the lease is made to. The shop consists of one main customer seating area inside, food preparation and serving counter, shared customer and staff toilet facilities. There are outside seating areas to the front and rear of the premises.

9. RELATIONSHIPS:

Internal - The post-holder will work directly with the Coffee Shop Manager and Romsey Mill's Operations & Resources Manager, Finance Officer and other team members.

External - The post-holder will work with staff and volunteers from GSFC and other volunteers from the local community. The post-holder will be a point of contact with the general public and in collaboration with the Coffee Shop Manager will communicate with other groups and organisations both in the community, public and private sectors.

SECTION B: PERSON SPECIFICATION

1. QUALIFICATIONS AND TRAINING:

Essential

- General education to GCSE standard with an A-C grade in English & Maths or equivalent standard
- Basic Food Hygiene Training

Desirable

- NVQ level 2 in relevant area of work e.g. hospitality, customer services, food preparation & cooking.

2. KNOWLEDGE AND EXPERIENCE:

Essential

- Experience of working in a coffee shop, restaurant or similar hospitality environment
- Some experience of working with volunteers to effectively encourage and motivate a team
- Experience in dealing courteously and kindly with a variety of customers, staff and suppliers
- Working knowledge of food safety requirements
- Current knowledge of best practice in managing dietary requirements
- Some experience of food service industry
- Good knowledge and experience of marketing a hospitality business or service
- Knowledge and experience of Health & Safety requirements in a hospitality setting
- Experience in working on own initiative and collaboratively within a team
- Some experience of participating in partnership work in a community development context, with faith-based groups and other community organisations.

Helpful

- Experience of supervisor responsibilities in a restaurant, coffee shop or other catering/hospitality business
- Some experience of supporting a mixed team of paid staff and volunteers
- Prior knowledge and understanding of Romsey Mill
- Experience of community development work within a local church context

3. SKILLS AND ATTRIBUTES:

Essential

- Confident and well-presented
- Good communicator with great people skills

- Good numeracy skills
- Engaging, enthusiastic and fun-loving
- Relationships focused and strong service skills
- Happy to take on responsibility and accountability
- Team player with a 'hands-on, can-do' attitude
- Self-motivated, organised, pro-active and level headed
- Represents the Christian values and ethos of Romsey Mill
- Flexible and conscientious in responding to a wide variety of opportunities and needs
- Able to work and communicate effectively with people from a range of ages and backgrounds
- Acts with integrity and empathises with others

Helpful

- Has an interest in future development of social enterprise activities

SECTION C: TERMS AND CONDITIONS

1. SALARY: £17,007 - £18,870 pro-rata

2. HOURS OF WORK:

The normal working week will be 22.5 hours per week over three days, Monday to Saturday, with some flexibility over days worked. The post-holder will be required to work a minimum of one and up to two Saturdays every month when fully operational. Overtime is not normally paid, but time off in lieu may be given as agreed with the line manager.

3. PAID LEAVE ENTITLEMENT:

The post-holder is initially entitled to 25 days pro-rata annual paid holiday plus public holidays. Holiday entitlement increases, based on length of service. Full details as given in contract of employment.

4. SICK PAY PROVISION:

Romsey Mill operates a discretionary Sick Pay Scheme for employees. Please refer to contract of employment for further details.

5. PENSION ENTITLEMENT:

Romsey Mill has a Qualifying Workplace Pension Scheme under auto-enrolment for all employees. Full details as given in contract of employment

6. PROBATIONARY PERIOD

Confirmation of your employment is subject to the satisfactory completion of a six months probationary period.

6. PERIOD OF NOTICE OFFERED AND REQUIRED:

The post holder is required to give 8 weeks notice following the probationary period. Romsey Mill is required to give a period of 8 weeks to the employee. Please refer to contract of employment for further details.

7. CONDITIONS OF APPOINTMENT:

The employment will be subject to satisfactory references and DBS check. This post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and (Exceptions) (Amendment) Order 1986.

8. IN SERVICE TRAINING:

The post-holder will be expected to participate in In-service Training, learning and development, as identified through appraisal and regular reviews with line manager, for which budgetary provision will be made.

9. MISCELLANEOUS:

The Coffee Shop Manager will be responsible for carrying out regular supervision sessions and work reviews with the post holder.