

## **CARA COFFEE SHOP 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 MANAGER

3. RESPONSIBLE TO: ROMSEY MILL OPERATIONS & RESOURCES MANAGER

4. JOB PURPOSE: To be responsible for representing Romsey Mill and 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; encouraging, training & supervising other staff and volunteers; recording sales; ordering & managing stock; maintaining high standards of cleanliness & food hygiene; growing community interest & developing enterprise opportunities; supporting the 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 (60%):

- 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.
- Designing of seasonal menus and new items, recognising the need to refresh and renew them in keeping with staff and patron suggestions, feedback and market trends.
- Maintaining an inclusive menu encompassing allergen-related dietary solutions as a matter of course wherever reasonable.
- With support from other Romsey Mill team members, taking responsibility for the recruiting, training and management of staff and volunteers to ensure the effective running the coffee shop.
- Ensuring that staff and volunteers adopt safe working practices, within the legislative requirements of a catering establishment, of food hygiene, health and safety, COSHH etc.
- 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.
- Identifying and liaising with suppliers, placing orders for all supplies relevant to Cara Coffee and ensuring suppliers and brands align to the Romsey Mill's aims and values.
- Obtaining feedback from customers and staff and conducting regular team briefings.
- Being responsible for catering operation and record-keeping to 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 (15%):

- Helping to grow relationships with staff and volunteers from Great Shelford Free Church (GSFC) in support of their mission and activities.
- Connecting with and nurturing relationships with other community groups, businesses, and organisations to develop awareness of and engagement with Cara Coffee & Romsey Mill and maximise support.
- 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 other Romsey Mill staff members, participating in partnership meetings with GSFC to develop and improve opportunities being created through Cara Coffee.
- In collaboration with Romsey Mill team and GSFC, establishing and growing mutually beneficial relationships with other social enterprises, including those lead by churches and Christian charities.

### 3. Finance & Administration (15%):

- 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.

- Organising staff and volunteer work rotas and ensure appropriate cover.
- Ensuring that any staff/volunteer expenses incurred are recorded and accounted for.
- Identifying and implementing opportunities to grow and maximise sales.
- Ensuring that cash handled securely is banked regularly.
- Overseeing the control of costs of disposable supplies, kitchen cleaning, maintenance, wastage etc.
- Ensuring 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%):**

- With the Operations & Resources Manager, being responsible for all Health & Safety matters pertaining 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.
- Ensuring that all building features, plant and equipment are kept in a good condition by scheduling repairs, maintenance or replacement as appropriate, with support from the Operations and Resources Manager.
- 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 key 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.
- Produce 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 managing Cara Coffee on a day-to-day basis, providing excellent service, growing 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 Romsey Mill's Leadership & Management Team to develop future growth and enterprise opportunities.

### **7. DISCRETION TO ACT:**

The Coffee Shop Manager will have authority to act within the parameters set by the Operations & Resources Manager. The Coffee Shop Manager will be directly supported 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 Romsey Mill 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 first point of contact with the general public and 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 or higher in relevant area of work e.g. hospitality, customer services, food preparation & cooking.

### 2. KNOWLEDGE AND EXPERIENCE:

#### Essential

- Extensive experience of working in a coffee shop, restaurant or similar hospitality environment
- Strong 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
- In-depth working knowledge of food safety legislation
- Current knowledge of best practice in managing dietary requirements
- Good all round 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
- Experience of participating in partnership work in a community development context, with faith-based groups and other community organisations.

#### Helpful

- Experience of management in a restaurant, coffee shop or other catering/hospitality business
- Knowledge of how to effectively manage 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
- Strong 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 a strong interest in future development of social enterprise activities

## SECTION C: TERMS AND CONDITIONS

1. **SALARY:** £19,446 - £22,401 pro-rata

2. **HOURS OF WORK:**

The normal working week will be 30 hours per week over four 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 Operations & Resources Manager will be responsible for carrying out regular supervision sessions and work reviews with the post holder.