
JOB DESCRIPTION

Job Title:	Coffee Shop Manager	
Responsible to:	Directly:	Director of Learning and Communities
	Indirectly:	None
Responsible for:	Directly:	All Coffee Shop Staff
	Indirectly:	None
Based at:	Eden Café, Erdington, Birmingham	

Job Purpose

The role involves being responsible for all aspects of the management, promotion and administration of the Eden Coffee Shop. To identify opportunities for young people to engage in the volunteering, apprenticeships or other positive work experience activities within the coffee shop.

To be responsible for the management and oversight of the Coffee Shop, ensuring that the services and facilities for which you are responsible are managed and delivered in line with the association's ethos and values, within approved budgets, compliant with all relevant regulatory requirements, and in accordance with the association's policies and procedures.

To ensure that the values, the Christian ethos from which they derive, and the Aims and Purposes of YMCA Heart of England are reflected in the area of the business for which you are responsible, including by modelling the values of the organisation in your personal behaviour.

Duties

1. Service Delivery

- a) To deliver a unique hospitality experience to all of our customers by providing a prompt service, quality beverages and food, maintaining a clean and comfortable atmosphere, whilst working in an extremely high-pressured environment. Ensuring excellent customer service is provided by all catering-related staff at all times
- b) To display a genuine passion for great coffee and the catering industry, managing the coffee shop with the same commitment you would give to your own business

2. Staff Management Responsibilities

To oversee the work of Coffee Shop employees and volunteers, including but not limited to:

- a) Providing effective management of your team through day-to-day direction and regular supervision and appraisal in accordance with HR policies and procedures and in line with the organisation's ethos and values

- b) Leading and developing your team members to ensure that they are well-motivated, sufficiently skilled, and meet best practice, and operate and behave in line with the association's ethos and values
- c) Ensuring your team completes all the duties for which they are responsible with all reasonable skill and diligence
- d) Managing the recruitment and induction of new team members, following the advice and direction of the HR team.
- e) Managing your team's budget effectively and responsibly using prudent cost control and alerting your line manager of any potential overspend in a timely manner.
- f) Managing formal processes, including investigations, grievances and disciplinaries involving employees from your own and other departments when requested to do so by the HR team.

3. Business Development Responsibilities

- a) To develop and implement detailed marketing strategies to ensure our services are promoted effectively and successfully. To copy write marketing materials, maintaining branding consistency.
- b) To manage and implement all marketing campaigns within an agreed budget, developing and implementing ideas for promotional events, including the promotion of new social enterprise activities.
- c) To be responsible for increasing sales and overseeing all revenue generating activities including digital sales. To source and establish new revenue streams and products.

4. Financial Responsibilities

- a) To oversee the P&L for the coffee shop, delivering effective financial management skills to ensure a thorough understanding of reports.

5. Operational Responsibilities

- a) To follow operational policies and procedures, including cash handling, security and health and safety. To follow all cash management and cash register policy duties. To ensure proper cash management practices are followed by the shift team.
- b) To ensure all stock procedures are managed and controlled within agreed targets and policies.
- c) To ensure that Health and Safety and environmental practices are followed and make suggestions for improvements where necessary.
- d) To work collaboratively with internal departments including Training, Conferencing, and Housing and Support departments.

6. Employment and Volunteering Opportunities

- a) To mentor young people within the on-site accommodation in coffee shop and catering work.
- b) To recruit and support volunteers to work within the coffee shop, contributing to activity reports for external funders where necessary.

7. At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including
- a) To respect and promote the association's Christian ethos and uphold its values, namely:
 - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
 - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
 - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
 - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
 - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
 - b) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings;
 - c) To uphold at all times the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
 - d) To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
 - e) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
 - f) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Person Specification – Coffee Shop Manager

Criteria	Essential	Desirable
Alignment with Ethos and Values		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Skills		
Good written/oral communication skills and the ability to present to a wide range of audiences	X	
A strong leader and be able to motivate the team with a hands-on management style	X	
Confident and enthusiastic with great work ethics	X	
Creative, innovative and willing to implement ideas and professional opinion	X	
Team player with a demonstrative positive 'can do' attitude	X	
Motivated by passion for quality and great service delivery	X	
Results driven and highly motivated	X	
Possess excellent business management ability and entrepreneurial qualities	X	
Excellent customer service skills and demonstrable experience	X	
Proactive and confident in first line contact with new customers	X	
Knowledge		
Knowledge of catering and/ or coffee shop sector	X	
Possess a high level of coffee art skills and knowledge	X	
Stock control, budgeting, P&L and financial management	X	
Sound knowledge of Hygiene, Health and Safety	X	
Experience		
Experience of working as a barista in a coffee shop		X
Experience of managing a coffee shop/catering operation	X	
Experience of working with young people		X

Qualifications		
A good general level of education or demonstrable equivalent workplace experience	X	
A qualification in barista or catering industry		X
Full UK/EU driving licence		X