

Job Description

Post Title and Post Number	Barista Maestro - 53260
Organisation Advertising Description	Hospitality and Accommodation Services Catering Services
Post Number	53260
Full Time/Part Time	Full time
Post is open to:	Internal and external candidates
Duration	Permanent
Grade	Band 300
Salary	Starting salary is normally in the range £15,590 to £16,650. With potential progression once in post to £18,552 a year.
Terms and Conditions	Support
Closing Date	4 July 2014

Job Summary

To lead shift in the absence of the Store Manager and opening and closing the store to the standard required.

To train and coach all Baristas in delivering the unbeatable coffee experience to all our customers.

The Coffee Shops Supervisor for any Coffee Shops in Operations will be responsible for assisting the Coffee Shops Manager in executing store operations and maintain a branded Experience for customers. The successful candidate is responsible for acting in accordance with and as an ambassador of Key Performance guiding principles, culture and values of the University. Following the SOP manual for coffee Shops across campus

Main Duties

Priority order	Duties and responsibilities		
	What is done	To what or with whom?	To achieve what end result
Staff Leadership	Take responsibility for shifts by directing staff to ensure shift runs smoothly and	Post holder with operations coffee Shops Manager	A smooth experience to our customers, from ordering to payment.

	speed of service, cleanliness standards and operational needs are met. Monitoring Budgets of staff wages and ensuring ratios and targets are achieved.		
	Acts with integrity, honesty and knowledge that promote the culture, values and mission of hospitality. Maintains a calm exterior presence during busy periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team. Logs issues and discusses training requirements with team manager	Post holder with team members	Ensuring guests are all looked after to the SOP standards
	Anticipate customer and store needs by constantly evaluating environmental and customers for cues. Communicates information to manager so that the team can respond as necessary to create the perfect environment during each shift.	Post holder with team members	Maximising all revenue opportunities. Meet sales targets as set by the Business.
	Maximise all sales possibilities to grow the business. Records and updates spread sheets so that sales targets are reviewed daily	Post holder with team member	Gain business and revenue for the University.
	Planning and communicating the	Post holder with team and colleagues across	Smooth running of each outlet and staff wage

	deployment for each shift to ensure all shifts are covered and that adequate staffing are on that are needed for the shift	coffee shops	percentages achieved.
	Monitoring and coaching on standards on shift to develop staff skills and knowledge. Look at what training requirements are required and planning this with Senior management	Post holder with team and colleagues across coffee shops	Skilled staff
Operational Polices / Duties	Taking responsibility for ensuring store facilities are maintained and operational during their shift. Escalates and reports breakdowns to relevant manager. Recording this and planning estates to carry out the work needed.	Post holder with team members	Outlet runs smoothly.
	Uses management reports to assist the coffee shops manager with labour and orders as required. Monitor and record to keep to budgets	Post holder	Great customer service
	Maintain the catering experience by following the training received and standard Operational Procedures that are laid down by job coaching, training, coffee tasting, food ordering, value walks and shift handover. SOP manuals are trained into the staff and reviewed daily.	Post holder with team members	Great customer service

	Executes store operations during scheduled shifts. Organises opening and closing duties as assigned. Looks for efficiencies and ways to improve targets.	Post holder with management	Ensuring smooth running of the store.
	Follows operational procedures, including those for cash handling, health, safety and security to ensure the safety of self, customers and staff at all times. Utilises operational. Plans extra training with cash office if required & looks at tools to achieve operational excellence during the shift.	Post holder with team member	Complying with University standards
	Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team. Ensure we adhere to HAS policies.	Post holder with team members	Complying with University procedures & Standards.
	Completes store paperwork as necessary as directed by coffee shops manager and other management. Orders Costa stock direct from suppliers.	Post holder	Ensuring smooth running of the store.
	Provides quality beverages, whole beans and food products consistently for all customers by adhering to all	Post holder	Ensuring smooth running of the store.

	recipes and SOP standards. Follow health, safety and sanitation guidelines for all products.		
Promotional	Planning & Implementation of new promotions are directed by the senior managers in your area. Looks at ways to encourage extra sales by marketing key down times.	Post holder with team members	Maximising all revenue opportunities. Meet sales targets as set by the Business.
	Through all actions and decisions contributes to profitability and building of sales in the store. Budget exceeds £200k	Post holder with team members	Maximising all revenue opportunities. Meet sales targets as set by the Business.
	Creates a positive learning environment by communicating clear expectations to the staff on shift and provide specific, timely and respectful coaching and feedback to improve staff performance and ensure operational excellence	Post holder,	To meet University policies and procedures.
	Recognises and reinforces individual and team accomplishments by using existing organisational tools and by working with senior management to find new creative and impactful methods of recognition.	Post holder	To ensure timely production of client information.
	Develops positive relationships with shift team by understanding and addressing individual motivation,	Post holder and team members	Outlet runs smoothly.

	needs and concerns. Carry's out PDR routines and appraisals.		
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Policies & Procedures Health & Safety	Ensuring all sundry items, such as dried good liquor and disposables are ordered in good time, by liaising with Catering systems. Fills out stock on Saffron monthly.	Post holder	To ensure timely to insure sufficient ordering
	To Rotate and monitor stock, ensuring food and beverage products are used prior to the best before date and that wastage is minimised	Post holder	Outlet runs smoothly.
	To Ensure the accurate checks of chemical stocks on a weekly basis	Post holder	Outlet runs smoothly.
	To maintain strict control of all food or beverage wastage, recording all wastage as required, completes this and record on till system daily.	Post holder	
	To Conform to all work rules and codes of practice including: Health & Safety codes of practice and C.O.S.H.H. regulations HAMSTER hygiene recording system Food & Beverage receipt procedures Maintaining high standards of personal appearance hygiene at all times Wearing specified protective clothing Providing a polite, courteous, responsive and professional service to customers.	Post Holder	Outlet conforms to UOB procedures

	Ensuring that all Health & Safety & Food Legislation are adhered to at all times, and to assist management with regular hygiene audits taking remedial action where necessary.	Post Holder	Outlet conforms to UOB procedures
	To attend all team briefings and departmental meetings as required. Carry out team briefing of your teams	Post Holder	Ensure department runs smoothly
	To undertake any other reasonable duties / requests (other than those stated in your job Description) as requested from Senior Staff	Post Holder	To ensure departments and Catering run smoothly.

Person Specification

Must be an accredited Barista and completed Barista Core Skills training workbook.

Completed Coffee skills Workbook and been signed off by a Barista Maestro or Store Manager.

Desire to take on extra responsibility.

Full knowledge of store standards.

Strong communication skills – verbal and written.

Good organisational skills – ability to plan coffee excellence training.

Experience of running shifts.

Experience in a retail / restaurant environment in a supervisor role involving the management of people and be able to demonstrate leadership qualities

Food Safety First Level (Basic Food Hygiene Certificate)

Experience working with the general public in a customer service environment

A good standard of basic literacy and numeracy. This can be evidenced by achieving Mathematics and English GCSE at grade C or above (or equivalent qualification) / OR by experience which demonstrates the ability to carry out efficiently the duties of the job.

The ability to communicate verbally and in writing in a courteous manner is essential, as is the ability to understand and describe products and services to others.

The ability to work independently on own initiative, and co-operatively within a team environment.

The ability to work under pressure.

Awareness of the Health and Safety at Work Act, COSHH regulations, Manual Handling good practice.