

Job description

Post title and post number	Costa Coffee Shop Manager - 53259
Organisation advertising Description	Hospitality and Accommodation Services Catering Services
Post number	53259
Full-time/Part-time	Full time
Duration of post	Permanent
Post is open to:	Internal and External Candidates
Grade	Band 400
Salary	Starting salary is normally in the range £18,044 to £19,344. With potential progression once in post to £22,266 a year.
Terms and conditions	Support
Closing date	4 July 2014

Job summary

Responsible for the efficient running of a Branded Coffee Shop Outlet within the University centre, ensuring that the branded experience for customers is maintained and exceeded at all times. The Assistant Manager is required to regularly exercise initiative in managing the overall operation of the store. In particular, a majority of time spent managing and coaching the staff, making decisions on development, recruitment and deploying staff. Ensure customer satisfaction and product quality, managing the stores financial performance, and managing health, safety and security within the store. The successful candidate is responsible for acting in accordance with and as an ambassador of the branded stores guiding principles, culture and values.

Main duties

Staff Leadership

Setting goals and objectives for the staff, developing organisational capability, and modelling how we work together.

Displays a “customer comes first” attitude by ensuring excellent service, training and supporting staff to ensure they deliver the same approach.

Plans, identifies, communicates and delegates appropriate responsibilities and practices to staff to ensure smooth flow of operations and allow consistent delivery of the branded coffee shop Experience.

Manages with integrity, honesty and knowledge that promote the culture, values and mission of a branded coffee shop. Demonstrates a calm exterior presence during periods of high volume or unusual events and manages smooth transitions thereafter to maintain operational excellence and to set an example for the team.

Manages with integrity, honesty and knowledge that promote the culture, values and mission of a branded coffee outlet. Demonstrates a calm exterior presence during periods of high volume or unusual events and manages smooth transitions thereafter to maintain operational excellence and to set an example for the team.

Drives the implementation of company budgets given by the Operations manager and develops action plans and directly motivates and instructs the team to implement to achieve them

Provides coaching and direction to the store team to take action and to achieve operational goals. Constantly reviews store environment and key business indicators to identify problems, concerns and opportunities for improvement to provide coaching and direction to the team to achieve operational goals.

Planning and Execution

Developing strategic and operational plans for the store team, managing execution and measuring results.

Utilises existing tools to identify and prioritise communications and filter communication to the store team. Communicates clearly, concisely and accurately in order to ensure effective store operations.

Constantly manages store staffing levels to ensure productivity is undertaken and to maintain store operational requirements.

Cascades rollout to the team to support regional and company initiatives to ensure both operational excellence and business results.

Business Requirements

Providing functional expertise and executing functional responsibilities

Regularly analysis sales figures to identify and address trends and issues in store performance

Uses all operational tools to plan for and achieve operational excellence in the store

Works with the Operations Manager to ensure adherence to employment laws for all store staff

Monitors all cash handling and cash register functions to ensure accuracy and consistency

Regularly keeps in contact with the Operations Manager to ensure discretion in accessing internal functions to ensure accuracy and consistency for all areas.

Regularly uses discretion in accessing internal contacts to support store operations and to execute district and regional initiatives

Contributes towards store profitability by seeking opportunities to increase sales and control costs.

Develops positive relationships with shift team by understanding and addressing individual motivation, needs and concerns. Carry's out PDR routines and appraisals.

Person specification

Experience in a retail / restaurant environment in a Junior management or supervisor role involving the management of people and be able to demonstrate leadership qualities and sound management delivery of procedures and policies.

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