

## Job description

<b>Post title and post number</b>	Costa Sports Centre Assistant Manager - 56540
<b>Organisation advertising Description</b>	Catering Operations Hospitality and Accommodation Services
<b>Post number</b>	56540
<b>Full-time/Part-time</b>	Full-time
<b>Duration of post</b>	Permanent
<b>Post is open to:</b>	External and internal candidates
<b>Grade</b>	Band 400
<b>Salary</b>	Starting salary is normally in the range £18,793 to £20,147. With potential progression once in post to £24,591 a year.  New staff are eligible to join the University's new defined contribution pension scheme. Existing staff may continue to receive their current benefits
<b>Terms and conditions</b>	<a href="#">Support</a>
<b>Additional information</b>	Working 5 out of 7 days multiple shifts 7am to 11 pm, flexible pattern working including Saturdays & Sundays

## Job summary

Responsible for assisting the Costa Store Manager with the efficient running of a Branded Coffee Shop Outlet within the New Sports facility, a team of circa 18. Store is open 8.00 am – 10.00pm Monday – Saturday. 8.00am – 8.00 pm Sunday. Leading the team on shift to deliver an unbeatable coffee experience 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.

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## Main duties

### Staff Leadership

- Take responsibility for shifts by directing staff to ensure shift runs smoothly and 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 promotes 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
- Anticipate customer and store needs by constantly evaluating environmental and customer's needs. Communicates information to manager so that the team can respond as necessary to create the perfect environment during each shift.
- Maximise all sales possibilities to grow the business. Records and updates spread sheets so that sales targets are reviewed daily
- Planning and communicating the deployment for each shift to ensure all shifts are covered and that adequate staffing are on that are needed for the shift
- 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

### Operational Polices / Duties

- Taking responsibility for ensuring 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.
- Uses management reports to assist the Store Manager with labour and orders as required. Monitor and record to keep to budgets. Assisting the Store manager with recruitment adhering to University Policies and procedures
- Maintain the Costa experience by following the training received and standard Operational Procedures/KPI's such as listen and learn, that are laid down by job coaching, training, coffee tasting, food sampling, food ordering, value walks and shift handover. Brand Standard/SOP manuals are trained into the staff and reviewed daily and adhered to at all times
- Executes store operations during scheduled shifts. Organises opening and closing duties as assigned. Looks for efficiencies and ways to improve targets.
- Follows operational procedures, including those for cash handling, health, safety and security to ensure the safety of self, customers and staff at all

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times. Utilises operational. Plans extra training with cash office if required & looks at tools to achieve operational excellence during the shift.

- Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team. Ensure we adhere to HAS / University policies.
- Completes store paperwork as necessary as directed by Costa Store Manager and other management. Orders Costa stock direct if required.

### **Promotional**

- Assisting with the Planning & Implementation of new promotions are directed by Costa Massimo and Costa area' managers
- Through all actions and decisions contributes to profitability and building of sales in the store.
- 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
- 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.
- Develops positive relationships with shift team by understanding and addressing individual motivation, needs and concerns. Carry's out PDR's and routine job chats.

### **Policies & Procedures Health & Safety**

- Ensuring all sundry items, such as dried goods and disposables are ordered in daily and on time. Fills out stock on Saffron monthly.
- To Rotate and monitor stock, ensuring food and beverage products are used prior to the best before date and that wastage is minimised
- To maintain strict control of all food or beverage wastage, recording all wastage as required, completes this and record on till system daily.
- To Conform to all work rules and codes of practice including:
  - Health & Safety codes of practice and C.O.S.H.H. regulations
  - HACCP hygiene recording system
  - Maintaining high standards of personal appearance hygiene at all times and ensuring all staff adhere to the Costa Standard as well
  - Wearing specified protective clothing
  - Providing a polite, courteous, responsive and professional service to customers.

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- 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.
- To attend all team briefings and departmental meetings as required. Support the Costa store manager in delivering team briefs to the team across all shifts.
- To undertake any other reasonable duties / requests ( other than those stated in your job Description ) as requested from Senior Staff

## Skills and Experience

- You should have experience of working within a Branded coffee shop environment and experience held in a management position. Experience required; investigating and resolving problems that arise in a catering environment, ordering stock, ensuring wastage is controlled and managing staff daily.
- Essential educational and professional qualifications required are possession of a current Food Safety Certificate at First Level (formerly the Basic Food Hygiene Certificate) The intermediate level of food safety is desirable.
- Knowledge of the Health and Safety at Work Act, HACCP, COSHH, waste disposal and other regulatory guidance is essential as is detailed knowledge of local Fire Procedures, Rules and Regulations to CK, H.A.S and the University. Uniforms will be provided but it is essential due to Health and Safety that you are presentable whilst at work.
- Computer literacy and knowledge of function booking systems is essential. ECDL qualifications is desirable.
- Good clear and concise verbal and written communication skills are essential as you will be in regular communication with managers, staff and customers, therefore, good interpersonal skills are also essential with the ability to demonstrate a friendly and courteous manner towards both internal and external customers. The ability to work within a team environment and to deadlines is also required.

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