

CAFE TEAM MANAGER

To take ownership & lead from the front

### Main objectives

To develop and deliver a successful cafe by leading from the front – in the cafe with your colleagues and customers.

To have a can do, infectious positive attitude which resonates throughout the business. To work collaboratively with Store Manager to deliver store results.

### Key performance indicators

* Gross Margin (£ & %)
* Payroll (£ & % of sales)
* Waste
* Sales across departments and as a whole
* Stock availability
* Trained, engaged and knowledgeable teams
* Loyalty scheme sign ups and NPS score.
* Compliance

The job involves

* Seeking out customer feedback to create a welcoming, friendly environment.
* Being responsible for an excellent coffee and food offering in the cafe.
* Ensure that impeccable service is set as the standard and that prioritizing the customers’ needs is ingrained in the team’s behaviour.
* Ensuring accurate stock inventory management including sales data analysis, forecasting and ordering.
* Managing the team to ensure control of margin, waste & product availability.
* Creating and improving café routines to maintain high standards of cleanliness, abundant displays, operational compliance and task completion.
* Execution of company promotional events & displays with marketing packs and maintaining throughout promotional period.
* Training the team to promote our loyalty scheme Bee Better & Net Promoter Score and Surprise & Delight Scheme.
* Store recruitment, training and probation reviews.
* Absence management, performance reviews and HR meetings.
* Maintaining communication channels with regular team huddles and one to ones.
* Accurate cash counting, reconciliation and opening and closing of stores securely.

We expect all Team Managers to be

* Be flexible in meeting the customers’ needs i.e. to be cross-trained and cover all departments and other stores when necessary.
* To be flexible over 7 days trading. To support the needs of the growing business
* Ensure your personal appearance and that of the team meets the Better Food standards, including the wearing of a clean apron and name badge
* Lead by example, hold the team members accountable to maintain a common set of standards
* Bring fresh ideas and remove obstacles to drive business success and help meet targets.
* Understand the company purpose, vision and values and demonstrate within the team.
* Spot opportunities to remove barriers and improve the experience for our colleagues and customers.
* Ensure store compliance related to Health & Safety, Food Hygiene, Soil Association Standards and DEFRA.
* Comply with all allergen laws & ensure all products are labelled & priced correctly
* Complete allergen training, Level 2 Food Hygiene Training, Fire Warden Training and Barista Coffee Training