SPITALFIELDS CRYPT TRUST

JOB DESCRIPTION

Post Title: Coffee shop / Bookshop Manager

Responsible to: Deputy CEO

Purpose of Post: The Coffee shop Manager is responsible for the successful operation of the bookshop and coffee shop. He/she hires, trains, manages, and oversees the staff to ensure a high level of customer service.

Hours of work: 45 hours – 5/6 days per week (negotiable)

Salary: £TBC

Spitalfields Crypt Trust

The Spitalfields Crypt Trust (SCT) has been working in East London since 1965. Our central aim is to offer a range of high-quality support, rehabilitation and training services to people facing problems of homelessness, alcohol, drugs, poverty or social isolation.

We run various services which include a daily drop-in centre, a rehabilitation hostel, four second stage move-on homes, a life skills training centre, and seven charity shops. Our core objective central to each of these activities is “putting lives back together”.

You will be working for an exciting charity as part of Spitalfields Crypt Trust's social enterprise programme. The programme engages people in recovery from addiction and long term unemployment with the aim of getting them ready to compete in the job market. It also aims to raise the trainees self esteem and give them a fantastic experience.

We expect our clientele at the coffee shop to be professionals from the local area.

Spitalfields Crypt Trust is committed to social justice and resolutely opposed to discrimination in society. We are committed to providing services and employment on a fair and equitable basis, regardless of race, ethnicity, religion, life-style, gender, sexuality, physical/mental disability, offending background or any other factor. No person requiring services from, or applying to the Spitalfields Crypt Trust for either voluntary or paid employment, will be treated less favourably than any other person on any grounds.

In employment we actively seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation. (Sources - Equal Opportunities Policy 2.2 (i) and (v)).
The Spitalfields Crypt Trust is a growing organisation with opportunities for people with good motivational skills and high levels of initiative.

1. PRINCIPAL OBJECTIVES and RESPONSIBILITIES of the POSTHOLDER

- To ensure the Paper and Cup Coffee Shop is run efficiently and will develop into viable long-term businesses.
- To oversee the operational side of Paper and Cup and manage a good and efficient staff team.

RESPONSIBILITIES

To ensure the Paper & Cup Social Enterprises are sustainable and become financially viable.

- Lead on appropriate pricing structures and sale items.
- Increase profit margins.
- Implement any steps/actions needed, such as changes to menus, sourcing and production of food items, staff roles etc, in order to run a successful coffee shop.
- Manages and motivates the coffee shop team (including: hiring, firing, performance management, and recognition duties)
- Trains new employees and provides ongoing training for all coffee shop staff (Staff will include service user trainees)
- Coordinates the coffee shop schedule for up to 15 trainees, covering different shifts if necessary
- Serves as a the lead customer service contact for members of the public at the coffee shop, including: answering questions, welcoming, and other member communications
- Acts as a liaison between the coffee shop and all other departments, communicating relevant information to the coffee shop staff as needed
- Establishes, monitors and analyzes the coffee shop budget
- With the support of HR, develops and implements coffee shop policies and procedures
- Manages vendors and maintains inventory
- Responsible for keeping coffee shop area clean, neat and orderly
- Orders any supplies needed for the coffee shop and keeps stock of deliveries
- Stocks shelves with goods and books
- Ensure the coffee shop is run efficiently and develop into viable long-term businesses.
- Raise profile via PR and Media via the communications team
- Ensure that all appropriate inductions and paperwork is done for Trainees of Paper and Cup (i.e. volunteer agreements, health and safety inductions, etc).
- Maintain Continual Review and Improvement of Paper & Cup.

GENERAL

- To implement the Equal Opportunities Policy, understanding its implication in the development of services to clients.
- To abide by the policies and procedures of the Spitalfields Crypt Trust
- To ensure full attendance at all training sessions, meetings and reviews
- To undertake other duties consistent with the post.
QUALIFICATIONS AND EXPERIENCE
You will need to be proactive, dynamic and committed, striving to achieve and to motivate others similarly. You will want to make your mark by making this post a success and contributing to making Paper & Cup a financially sustainable Social Enterprise. In addition to this you will need to have:

- Experience in food and beverage service is preferred
- Experience in retail or the hospitality industry is preferred
- College degree preferred
- CPR, First Aid, and AED certifications (must be obtained within 60 days of hire)
- Good working knowledge of Excel
- Knowledge of ‘Point One’ or similar
- Some branding and marketing experience

SKILLS
- Must be highly motivated
- Excellent communication and interpersonal skills
- Excellent management and leadership skills
- Good organizational skills
- An understanding of food and beverage operations
- Must be able to work days, evenings, and weekends as necessary

PERSON SPECIFICATION

Essential Requirements
- Coffee Shop or likewise experience. Not necessary to have managed a shop before but must be able to oversee the whole enterprise
- Excellent communication skills in English language
- Track record of running a business or social enterprise
- Significant experience of business planning and development
- Ability to work under own initiative
- Excellent people skills
- An understanding and appreciation of the issues facing long term unemployed people
- Barista skills
- Have a sharp mind and an eye for detail, in order to assess and critique proposals, recommendations and information from sources both within and outside the Trust
- Creativity regarding increasing turnover and customer throughput.
- Ability to train staff in Barista and customer service skills
- Strong interpersonal, communication and motivational skills
- Ability to work under pressure
- A good knowledge/passion for coffee
- Self-motivation, ability to manage own work, work as part of a team and take responsibility for developments

Desirable Requirements:
- Experience of working with people from troubled backgrounds
- An understanding of the recovery process
- Track record evidence of working to and achieving performance targets
- Have diplomatic and negotiation skills and the ability to deal with difficult situations
- Have good skills in planning, time-management, delegation and supervision
- Be a person of wisdom and integrity, and able to enhance the reputation of the Trust
- Business management skills