



## Nickel Support - Job Description

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**Job Title:** Beans and Bloom Coffee Shop Manager

**Location:** Whitehall Museum, 1 Malden Road, Cheam, Sutton SM3 8QD

**Reports to:** Operations Director

**Hours of Work:** 09.00am-17.30pm (Tuesday-Saturday)

**Total hours per week:** 37.5 hours

**Salary:** £30,000 per annum

*A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform.*

### Organisational Overview

Nickel Support supports adults with learning disabilities and/or autism by offering them the opportunity to experience a more fulfilled and purposeful life, through three key areas; relationships, health and employment. We support this through a social enterprise and therapeutic settings, offering a wide range of employability training opportunities, including developing our range of jams and chutneys, working in our shop 'Interestingly Different' and through our cafe.

Whether our trainees are helping to run one of our enterprises, serving customers in our shop, or simply making new friends and having fun, we will nurture and help every person to grow and discover what their goals are. Our vision is simple, and that is to ensure every trainee we support leads a more fulfilled and purposeful life.

### Role Overview

Leading the cafe team to ensure the efficient day-to-day running of our lovely Beans and Bloom coffee shop. This role requires quick decision-making abilities, common sense, energy and team organisation skills. The manager must have a desire to support the team and take pride in delivering a welcoming and positive experience for our customers and trainees leading the team to grow.

### Responsibilities

#### ***Supporting the Trainee Development Programme***

- Ensure the Beans and Bloom team is supported in delivering training to trainees, and play a pivotal role in addressing anything 'programme and coffee shop' related with trainees.
- Support the support staff to understand the individual needs of trainees and prioritising trainees' development while balancing coffee shop operations through clear communication and proactive problem solving.
- Showing kindness, empathy and patience towards trainees, advocating for an inclusive work environment that thrives on a diverse team.



## ***Coffee Shop Management***

### **Targets and Performance**

- In charge of all metrics related to Beans and Bloom performance and ensure all reports accurately reflect actual and timely Beans and Bloom performance (such as daily sales spreadsheet, item sales and wastage).
- Initiating weekly, monthly and quarterly actions to address all issues to improve Beans and Bloom performance, communicating any activities (products and campaigns) with the Communications Manager.
- Identify areas of improvement, proactively improve quality of food, beverages, services and maintain a standard that is competitive in Cheam/Sutton and representative of our mission.
- Work closely with the Communications Manager to increase footfall and revenue by planning and implementing seasonal campaigns and providing feedback.

### ***Team Management***

- According to the approved budget, working alongside the Service Managers at the Cheam and Carshalton Hubs, creating the team rota that enhances efficient running of the cafe (6 days a week) and cover role specifically in office hours, provide structure to the team's work days, and be the go-to person for questions regarding work hours, annual leave, time off, break times etc.
- Organising and leading monthly Beans and Bloom team meetings.
- To keep up to date with changes in policies/laws/regulations/practices.
- To work within the Nickel Support policies and procedures to provide a high quality of service and to always have a high regard for the organisation's Equal Opportunities Policy.
- To act in accordance with the General Data Protection Regulations (2018).
- To act in accordance with the Health and Safety at Work Act (1974) and the organisation's Health and Safety policy statement.
- You may be required to carry out other duties, as within your capabilities and level of responsibility, to meet the needs of the organisation.

### ***Procurement***

- Responsible for supplier arrangement according to Beans and Bloom business needs and strive for an efficient practice of running the coffee shop.
- Maintain good records of all invoices and payment in relation to supplier payment.
- Maintaining communication with the Head of Operations on ordering supplies.
- Maintaining communications with the Head of Operations to deliver training to ensure organisation and smooth operation.
- Enhance overall cost efficiency by minimising wastage.
- Managing and maintaining stock levels and performing monthly stock.

### ***Communication***

#### **With coffee shop team:**

- Maintain active and clear communication with the Head of Operations, Service Director, Service Managers, Enterprise Manager and Communications Manager regarding all things coffee shop related and play an incremental part of transparent work culture.



- Host monthly team meeting to ensure all team members share ownership of Bloom performance and teamwork is optimised amongst all roles.
- Being one of the emergency contacts for the Beans and Bloom team in case of absence or emergency, and making any immediate or necessary arrangements.
- Inputting in decision-making when cafe operation is disrupted and notify Head of Enterprise Operations if cafe is closed within business hours.

#### **With Line Manager:**

- Lead weekly meetings with the Operations Director to discuss all matters that arise related to Beans and Bloom.
- Provide insights to Beans and Bloom performance and come up with plans to resolve operational issues, improve team efficiency and increase productivity.
- Proposing ideas to cafe offerings that answer to seasonality and any trends observed.

#### ***Culture***

- Uphold Nickel Support values as a leader, and amongst your team.
- Manage conflicts that come up in your team with a solution oriented mindset, always prioritising de-escalation and positivity.
- Lead your team based on the understanding that teamwork is everyone maximising the potential of their role for the benefit of Nickel Support's vision and impact,
- Maximise the integration and team cohesion between all of the different departments in Nickel Support, making sure that your team feels included, up to date, heard and understood.

#### ***Cafe Experience***

- Ensuring that the cafe environment is always pleasant and welcoming in line with the Nickel Support/Beans and Bloom ethos, taking pride in the presentation and all things related to customer experience (e.g. cleanliness, music, plants and maintenance).
- Taking immediate actions and communicating necessary arrangements in regards to coffee shop maintenance, and any repair or servicing to ensure smooth operation.
- Lead by example when interacting with customers, and represent Nickel Support in a professional manner.
- Replying and acknowledging customer complaints, escalate to Business Operations Director if/when needed for further problem solving.

#### ***Health & Safety***

- Identify areas of improvement regarding cleanliness and any standard practice and raise any areas of concerns according to health and safety regulations, such as HACCP, temperature records etc using the trail app.
- Be on top of food safety and quality, working with chefs to promote efficient team effort towards shelf life matrix.
- Ensuring all Health & Safety regulations and compliance are followed and actively work towards resolving any risk in a proactive manner, including chemical use.
- Ensure food allergen and information on price labels is accurate at all times reflecting changes of ingredients or suppliers.



- Deliver training to both employees and trainees regarding food safety, allergens awareness, and hygiene in the kitchen.

### **Person Specification - Beans and Bloom Manager**

**To apply for this job you must be able to state how you meet the criteria below. Please address in turn as many points as you feel relevant on your Suitability Statement.**

#### **ESSENTIAL:**

1. Food Safety Level 3 Qualified
2. Barista trained
3. Availability to work during opening hours (including school holidays, Bank Holidays and weekends if required)
4. Natural talent for motivating and managing a team
5. Proven track record of increasing sales, working with suppliers and stock ordering
6. Good IT skills, familiar with office software including use of Excel
7. Outstanding written/oral communication and interpersonal abilities
8. Problem solving attitude with an eye for detail
9. The ability to multitask and work well under pressure
10. Highly organised with excellent time management skills
11. Sufficient experience to oversee coffee and food production line

#### **DESIRABLE:**

1. Working with people with learning disabilities
2. 5 years experience in hospitality
3. 2 years in a manager position, leading a small team