



MANAGER JOB DESCRIPTION

JOB TITLE: STORE MANAGER

LOCATION: STORE, IN PERSON

REPORTS TO: AREA MANAGER

SALARY

From £31,515 per annum plus bonus potential of £4,800.

WORKING HOURS

Flexible hours requiring weekday/weekend/evening shifts. Our business operates 7 days a week, 364 days a year. Managers are expected to be active in their role which may involve anti-social hours at times.

JOB DESCRIPTION

At Ground Espresso Bars, we are a family owned and operated business. It is our mission to provide a space for our customers where comfort, friendship, happiness, quality and ethics become synonymous with our name. We opened our first coffee shop in Coleraine in 2001, and have grown all across the country since then.

As store manager, you'll be responsible for running all aspects of the store, including doing rotas within your weekly wage budget, hiring and training your team, communicating with your area manager, ensuring our standards are met, meeting KPIs, and managing stock/wastage.

You'll need to have a can-do attitude, and be a confident problem-solver who can multi task whilst jumping in to help make coffees and serve food. People management will be a large part of your day - you'll be delegating to your team whilst being customer-facing. Communication is key, and you'll be someone who is open to new ideas and can be flexible as situations arise.

Hospitality experience is preferred but not essential. If you've worked in coffee before that's great, but we are willing to train the right person so don't let this put you off.

KEY ROLES AND RESPONSIBILITIES:

Staff Management & Leadership

- Responsible for the delivery, implementation and monitoring of high standards associated with the Ground Espresso Ltd brand
- Perform all areas of management as guided by your area manager
- Act a role model, being accountable for your work to your team of staff and other managers
- Professionally provide feedback, personal training and development plans to other staff members
- Recruit new staff suitable for your team, and provide ongoing performance reviews
- Maintain the ability to implement change quickly and effectively within your store/team when required
- Deal quickly and effectively with any poor performance issues that may arise within your team of staff
- Carry out disciplinary procedures where applicable, under the guidance/advice from senior management
- Maintain good time management skills, switching between counter assistance and managerial tasks, such as admin, when necessary
- Ensure that your store meets or exceeds all current legislation for environmental health and food safety standards.
- Regularly communicate and engage with staff about company news and development.

Profitability

- Be responsible for efficient scheduling to agreed targets
- Have knowledge of all products for sale and suggestively up-sell to assist meeting sales targets, encouraging other staff members to do the same
- Control costs and maximise profitability by reviewing order quantities, portion control and quantities of preparation; minimising waste and ensuring high quality preparation
- Monitor and update stock levels on the till at least once a week, and manage rotation of ingredients or items for sale according to use by dates
- Complete store rotas 3 weeks in advance and maximise labour to meet target wage percentage whilst maintaining staff performance levels.
- Ensure wages per week match actual hours worked by staff and report this and holidays taken to head office by the following week.
- Analyse your store's weekly performance, set new goals for the following week and report on specific areas for improvement to senior management
- Create monthly and quarterly reports to better understand individual store performance.

Customer Service:

- Be responsible for consistency of brand culture, product and brand message to the customers of your store
- Learn all aspects of being a barista, and provide relevant training to other staff
- Ensure Ground beverages are prepared to company standards.
- Ensure food preparations procedures are followed by all staff
- Monitor food presentation and customer service to company requirements and customer expectations
- Respond to customer needs/complaints/feedback immediately, professionally and with kindness, reporting to Senior Management where required
- Present oneself professionally and in accordance with the company's uniform policy and ensure staff adhere to this policy at all times.

Store Environment & Hygiene:

- Maintain ambiance for customers by controlling lighting, background music and heating/air-con to company requirements
- Manage hygiene, ensure the store/kitchen/shop front are clean and tidy at all times, and thoroughly clean furniture, glassware, dinnerware and utensils consistently
- Maintain cleanliness of toilets daily, ensuring check-lists are completed accurately

Mission & Policies:

- Comply with and actively promote the company's Mission, Vision and Values at all times and ensure they are consistently and continuously passed on to all staff members
- Follow cash handling procedures and cash register policies
- Ensure staff adhere to the company's meals and breaks policy daily
- Comply with the company's H&S policy and Procedures and ensure staff members are doing so,
- Comply with and actively promote the Company's Policies and Procedures on all aspects of Equal Opportunities

Other duties/tasks as assigned**ANY SPECIAL REQUIREMENTS:**

Commitment and responsibility to the company and own store, and show initiative in new and difficult situations which may help the store to adapt to meet the needs of the customers.

Ability to travel to and carry out management duties in other stores within the company as and when requested. This may be required to cover sick/holiday leave/training. Also, have a willingness to cancel leave at short notice if staffing levels/circumstances require it.

Passion and enthusiasm to promote and uphold company values and standards across NI and UK.

DESIRABLE SKILLS

Customer service

Team work

Problem-solving

Organised

Communication

Leadership

Training

Time management

Taking initiative

Friendly

BENEFITS

- Company pension
- Discounted or free food