

## JOB TITLE – COFFEE SHOP & FRONT OF HOUSE MANAGER

### INFORMATION

**Role title:** Coffee Shop & Front of House Manager

**Reports to:** Directors / Finance Department

**Line management for:** Hourly paid / casual coffee shop staff

**Location:** In-person in Milton Keynes – Upper Fifth Street

**Basis:** Permanent PAYE – Full time Monday - Friday

**Holiday Entitlement:** Statutory Holiday Entitlement (28 Days including bank holidays)

**Sick pay:** Statutory Sick Pay

**Salary:** £25,000 - £27,000pa (depending on experience) full time (40 hrs per week)

**Pension:** Employer contribution of 3%

**Start date:** 9th Sept 2024

### ROLE OVERVIEW

The Coffee Shop & Front of House Manager plays a crucial role in upholding Dancebox's guiding principles, culture, and values, while ensuring the merchandising, lifestyle and coffee culture remains at the heart of all operations. This exciting role is essential for creating and maintaining both the Dancebox front of house and the Coffeebarre experience for both customers and employees. The manager will lead a small team to deliver exceptional service and contribute to the overall success of Coffeebarre and the Dancebox store.

### KEY ACTIVITIES

- **Inspiration and Passion:** Demonstrate genuine passion for the lifestyle, products, and customer experience, delivering and inspiring the team to deliver outstanding performance aligned with Dancebox's and Coffeebarre's values.
- **Operational Leadership:** Take initiative in managing the overall store operation, including overseeing day-to-day activities, ensuring the highest standards of cleanliness, product quality, and customer satisfaction.
- **Financial Management:** Maintain an awareness of the store's financial performance and take actions to optimize business outcomes while ensuring adherence to company policies.
- **Health & Safety:** Ensure strict compliance with health and safety policies, as well as all applicable employment laws, to provide a safe and comfortable environment for both employees and customers.
- **Coaching and Performance Management:** Build positive relationships with the store team by understanding their challenges, needs, and aspirations, and providing constructive coaching and feedback to enhance their performance.

- **Performance Improvement:** Address employee performance concerns promptly and effectively using company tools and processes, setting achievable goals to enhance engagement and drive better performance.
- **Delegation:** Delegate responsibilities effectively to develop employees and ensure consistent delivery of the Coffeebarre experience.

## QUALIFICATIONS

- Minimum of 1 years' experience managing people and teams in a food & beverage service environment.
- Minimum Level 2 Food Hygiene Certificate.
- Experience of stock management and ordering.
- Effective problem-solving and decision-making skills.
- Demonstrated ability to develop and nurture both teams and business operations.
- Strong organizational skills with a keen eye for detail and the ability to manage multiple tasks.
- Effective prioritization and delegation abilities.

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