



Job description and Person Specification

Post	Senior Barista
Scale	£9.32 hourly rate
Responsible to	CEO
Accountable to	CEO
Working hours	Evening and weekend work required on a pro rata basis

Job purpose	
<p>As Senior Barista to be responsible for the effective day to day running of the Café and Store including management of a team of Baristas</p> <p>Ensured all customers and beneficiaries feel welcomed to Hygge, Community Store and Café</p> <p>Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for each drink, such as espresso latte cappuccino flat whites etc.</p> <p>Covering the role of Cook when required.</p> <p>Your job purpose will be highly important to ensuring the sales and the team meets its goals.</p> <p>Delivering and maintaining high customer service satisfaction, growing our customer base and developing and holding events to encourage extra revenue alongside Hygge to support Rotherham Rise charity.</p> <p>To work flexibly to meet the needs of Hygge Community, store and café.</p>	
Main duties	
<ul style="list-style-type: none"> • Contributing to the hiring, training, and supervising of staff • Ordering • Stock control • Food preparation • Store presentation • Cover for the Cook when necessary • Opening and closing of the café • Cashing up/cash handling • Following the monitoring and reporting procedure for fraud/theft policy's • Daily health and safety checks completed accurately • Develop a rota that ensure the smooth running of the café and store 	
Key responsibility's	
1	Project management
1.1	Maintaining the cleanliness of all areas of the café/store following our procedures.
1.2	<p>Opening the store – setting up/floating up till.</p> <p>Closing the Store- ensuring all preparation has been completed for the following day, the café/store has been cleaned down correctly, cashing up/balancing till/banking.</p>

1.3	Cash Handling/operating our EPOS till system. Petty cash reconciling. Providing reports to the Business Support Service Manager in line with the finance policy.
1.4	Preparing specialty coffees and food preparation in a very fast paced environment. Whilst ensuring all food and drinks are served to our standard. Taking orders professionally and accurately from the customer and delivering to tables.
1.5	Enhances coffee shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to café.
1.6	Maintain and improve the appearance of the café and store
1.7	To assist on all areas of recruitment including trial shifts and training
1.8	Make certain all deliveries are checked correctly and documentation is correct. Missing and returned items are recorded correctly ensuring adherence to sock control procedures.
1.9	Check stock levels are correct and ensure availability and product quality is consistent along with all team members and self. Correct stock rotation and storage to reduce wastage. Plan and implement cost control measures daily and discuss with Business Support any concerns that may affect the business in any way.
1.10	Work with Business support to ensure finance systems and procedures are implemented and maintained in-line with organisational policies and meet the demands of the service, e.g., reconciliation of cash, banking, working alongside budgets, monitoring and reporting procedure.
1.11	Plan and implement systems to maximise sales and revenue.
1.12	Oversee facilities to maximise functionality and attractiveness
1.13	Perform all relevant tasks associated with service including preparation cleaning equipment making sure all h&s admin is completed correctly daily.
1.10	Ensure customer satisfaction and retentions core to delivery and service coaching and training where applicable.
1.11	Monitor and evaluate the effectiveness of contracts, liaise with suppliers where appropriate provide feedback and recommend corrective action as necessary with the agreement and input from Business Support.
1.12	Promote events and activities that are in line with the ethos of Rotherham rise & Hygge cafe and to support both the charity and Hygge sustainability.
2	Supervisory responsibility's
2.1	Training and developing new employees and existing staff training and monitoring of handbook.
2.2	Providing leadership direction to all employees and dealing with complaints
2.3	Provide induction and training for new staff, volunteers and students to ensure they understand the functions in relation to their job/role.
2.4	Provide day to day support, motivation and supervision to the staff and volunteer team.
2.5	Resolving customer issues to their overall satisfaction.
2.6	Assisting customers whenever necessary.

2.7	Ensure staff, students, volunteers are trained to respond to customers who may be seeking or require extra support.
2.8	Maintain regular communication with staff and management discussions.
2.9	Ensure that staff, students and volunteers take an anti-discriminatory and non-directive approach.
3	Human resources
3.1	Ensure HR requirements and processes are followed including monitoring sickness, time sheets, annual leave and liaising with Business Support Service Manager and HR consultant on issues such as disciplinary grievances and redundancy.
4	Monitoring and performance
4.1	Develops and implements plans to ensure performance against service level standards and monitors and maintains their effectiveness.
4.2	To assist in the implementation and maintenance of quality systems.
4.3	Support and where appropriate lead on organisation achieving quality standards.
5	Information and communication technology
5.1	Ensure manual, electronic and internet information systems are utilised appropriately and maintain where necessary.
5.2	Work with Business Support in the development, performance and monitoring of service plans and processes for the organisation.
5.3	Ensure that staff via forms of written and verbal communication systems maintain service standards, expectations and processes.
5.4	Ensure that records are appropriate and kept up to date in line with GDPR.
5.5	Develop/support development of and maintain income generation opportunities and promotion of services through website and social media.
6	RRISE Centres/properties
6.1	Ensure the maintenance of the security of Rotherham rise properties.
6.2	Ensure the stock of resources and equipment is monitored maintained and used efficiently.
6.3	Ensure maintenance, cleanliness and efficient use of the building and upkeep of furnishings, ensuring appropriate recording and reporting.
6.4	Ensure all relevant health and safety checks and risk assessments are completed and recorded in event off accident to liaise with Business Support Service Manager.
7	Policies
7.1	Opening and closing the store to a health & safety, cleanliness and high security standard outlined in the company's policy.
7.2	Maintain a safe and healthy work environment following organisation standards and sanitation regulations
7.3	To contribute to the review and development of appropriate polices and procedures and the development of best practise.
7.4	Maintaining confidentially throughout on all issues.
7.5	Comply with internal and external regulations, procedures and other requirements in relation to the organisation, its services and facilities.
8	Personal professional development
8.1	Attend and participate in regular team meetings.

8.2	Undertake relevant training and professional development.
8.3	Maintain a working knowledge of legislation in relation to the management of data e.g., GDPR/ security of information.
9	Other
9.1	To undertake duties as required by the CEO commensurate with the grade of post.
9.2	Manage and undertake projects as required by the CEO as may be reasonably required.
9.3	To be able to work flexibly to ensure the smooth functioning of Hygge Café, Community Space and Store.

Senior Barista Person Specifications

		Essential	Desirable	Short Listing Criteria
1. Knowledge, experience and education/training				
1.1	Previous experience in hospitality/ catering	AF / I		YES
1.2	Experience of anti-discriminatory practice and the implementation of equal opportunities	I		
1.3	Solid catering business understanding and awareness	AF/I		
1.4	Experience of supervising staff		AF/I	
1.5	Knowledge of health & safety and food hygiene legislation	AF/I		YES
1.6	Experience of achieving results and making a positive difference to customer experience	I		YES
1.7	Experience in managing stock levels and stock audits cost control including price margins	I		YES
1.8	Experience of managing consumable/perishable stock and delivering catering services within the appropriate food hygiene legislation/best practise	I		
1.9	Previous cash handling and cash reconciliation experience	AF/I		YES
1.10	Relevant qualification, E.g. Food hygiene qualification, health and safety training	AF/CQ/I		YES
1.11	Understanding the importance of confidentiality	I		
2. Skills and Abilities				
2.1	The ability to work quickly while remaining welcoming and friendly to customers	AF/I		

2.2	Ability to use a co-operative/ democratic style of leadership.	I		YES
2.3	Self-motivating and ability to work independently, use own initiative and work as part of a team	AF/I		YES
2.4	Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving	I		
2.5	The ability to spot issues and opportunities	AF/I		YES
2.6	The ability to lead by example	AF/I		YES
2.7	Ability to maintain effective and appropriate records	I		
2.8	Ability to develop and maintain professional relationships and clear personal boundaries with service users paid and unpaid staff and professionals from other organisations	AF/I		YES
2.9	Ability to manage and resolve conflict within teams and with customers	I		
2.10	Ability to supervise, motivate, train and develop staff and volunteers	I		
2.11	Ability to work enthusiastically and flexibly to meet the requirements of the service	I/R		
3. Behaviours				
3.1	A dynamic individual with a 'can do' positive attitude and approach	AF/I/R		YES
3.2	Demonstrating trust, openness and respect in dealing with staff and members of the public	I		
3.3	Flexible approach to tasks and workload	I		
4. Other				
4.1	Willingness to work unsociable hours including weekends	AF/I		YES
4.2	An awareness of the issues, impact and subsequent needs and children have been affected by domestic and sexual abuse	I		
4.3	Ability to use social media effectively to promote the café, events and activities		AF/I	

Key

- AF – Application form
- I - Interview
- R – Reference
- CQ - Certificate or qualification