

Grounded Coffee Shop: Manager

Job Type: Part Time

Experience:

- Customer Service (1yr Required)
- Business Management / accounting experience
- Retail management experience

The coffee shop manager is responsible for leading all team members and volunteers in the efficient and profitable operation of Grounded Coffee Shop. He/she is responsible for managing the day-to-day store operations, marketing, sales, training and maintaining high store standards and conditions, which provides consistent fast, efficient, and friendly service.

The store manager reflects the tone and personality of City Gates by being an advocate of training, customer service, product knowledge and growth.

The store manager will spend 70% of their time completing operational tasks. The additional 30% will be spent developing relationships and strategically building the business. This includes external marketing, promotion, flyer distribution and supporting the conferencing manager.

Qualifications:

- College education preferred. 3 years retail management experience required.
- Valid DL
- Complete and maintain all required compliance and regulatory qualifications including health and safety / hygiene.
- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, Outlook.
- Well-organized, detail-oriented and able to multi-task.
- Must have effective problem solving/decision making abilities.
- Must have excellent marketing skills
- Highly entrepreneurial and driven
- Must have excellent verbal and written English communication skills.

Store Operations:

- Develops and executes sales and profit plans that are in-line with pre-defined goals.
- Ensures and is accountable for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Maintains and utilizes monthly, quarterly and annual financial reporting tools.
- Ensures proper team member coverage and scheduling
- Able to perform all POS duties, front and back of house functions including opening and closing procedures.
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- Maintains a clean well-merchandised store, following visual presentation plans and standards.
- Plans, executes and communicates all sales promotions and new product information effectively and efficiently.
- Facilitates on-going training and development of current staff.

Service:

- Is the Role Model for outstanding service.
- Ensures that all team members provide customers with efficient, friendly, superior service on a consistent basis.
- Consistently monitors, coaches and encourages team members.
- Assesses and provides adequate staffing to provide outstanding service.
- Maintains high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment.

Sales:

- Develops and executes monthly KPI's.
- Looks to increase sales, customer transactions and customer footfall.
- Plans effectively to ensure that monthly marketing plans are proactive.
- Forms strategic alliances and works closely with the conferencing manager to reduced missed cross-sale opportunities.

Training & Development:

- Provides ongoing training and development to all team members and volunteers in the areas of customer service and product knowledge.
- Demonstrates the ability to lead, effectively communicate the vision of City Gates and Grounded Coffee Shop
- Ensures each team member has received proper training to perform to the required standards.

- Continually develops team members, establishing specific performance objectives, and measuring team member performance regularly.

Details of any voluntary experience	
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Qualifications		
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Qualification:	Awarding Body:	Date:

Person Information	
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How would you describe yourself? <i>Include 3 strengths and 1 weakness</i>	
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What would you bring to this role?	
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What are your aspirations for this role and Grounded as a whole?	
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Is there any other information (<i>not included above</i>) that you would like us to know?
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Referees

Please provide below details of two people we can approach for a reference as part of the application process, one must be someone who has known you in a working capacity. A referee should have known you for at least 2 years, they should not be a family member, or a person with whom you live or share a flat/house.

Employment Reference	Employment Reference	Employment Reference
Title and Name	Email Address	Phone Number
Title and Name	Email Address	Phone Number

Additional Information

How many days have you been absent from work in the past 2 years?	
Has this included extended periods of absence?	Y N
If Yes, please state the causes of absence and dates:	
Signed	Date

NEXT STEPS

- Please return this form either by post to **25-29 Clements Rd, Ilford IG1 1BH** or via email to **grounded@citygates.london**
- The closing date for this application is **28/1/2019**
- We will review your application form and contact you if you are selected for an interview. This is an opportunity for you to meet the team and find out more about what we do. (NB: Please note that, whilst we appreciate all interest in our work, due to capacity constraints we are only able to respond to applications of individuals invited to interview. Thank you for your understanding.)
- We will take out references and complete a DBS check.