



JOB TITLE	Reports to	BUSINESS CENTRE
Coffee Shop Manager (Edinburgh)	Head of Operations	Social Bite Edinburgh

WHAT IS THE PURPOSE OF THE ROLE?

Social Bite's Coffee Shop Manager will oversee their Shop ensuring them and their team deliver consistent, high-quality service to both those accessing the Free Food Service and paying customers.

Our Coffee Shop Manager will support a complex team, have strong people development skills with the ability to build relationships easily.

With the ability to cultivate and deliver the Social Bite brand the Manager will drive sales, achieve financial KPIs and develop their team through effective management and controls.

Overseeing the free food service from their shop the Manager will be socially minded with a passion for helping people in need, treating all with dignity and respect.

MAIN RESPONSIBILITIES

Team/Staff Management

- Inducting, training and motivating a team of employees and volunteers in the shop.
- Supporting and developing employees with additional support needs
- Maintain high standards of quality control, hygiene and health and safety
- Driving performance of team members with a focus on exceptional customer service
- Implementing effective communication with team members through inclusive management and monthly team meetings
- Develop volunteering opportunities and ensure good communication with all volunteers that contribute to your shop's activities and ensure volunteers feel welcome and valued
- Ensure orders are placed on time and on days required
- Financial recording done daily/weekly and sent to relevant managers
- Ensure cash handling and banking is done to company standard
- Main keyholder thus responsible for security of the premises

Drive Sales

Coordinate programme of sales and marketing activity across shop units including:

- Target, track and reward effective upselling within your team
- Understand and manage the business flow for your site, average spend per head/table turn times and take away service time KPIs
- Understand & deliver our retail calendar of events and loyalty card promotion.
- Feed social media content into marketing team via a weekly content proposal

KPI Performance

- Working with Social Bite Limited Managers to drive sales, achieve COS & labour targets
- Ensure monthly stock takes are completed, managing purchasing software ensuring all sales, purchases, food costings are recorded accurately for your site, with an up-to-date supply chain.
- Scheduling and time sheet approval, ensuring that you comply with time recording duties



MAIN RESPONSIBILITIES

- Weekly financial reporting focussing on cash labour spend for your shop
- Compile monthly period planning, highlighting forecast on all KPIs/flag potential issues and program relevant training.
- Report monthly on P&L performance with relevant actions.

Customer Service & Experience

- Adhere a template for store setup, product merchandising and customer experience from door-open to door-close
- Ensure brand manuals are adhered to for all retail products and guest experiences.

Training

- Update and keep accurate records of all Flow training throughout Social Bite Ltd, ensuring all staff are doing the mandatory training and receiving their certification as required for your site.
- Adhere to Standard Operating Procedures for Social Bite Ltd on FLOW as the company training programme
- Work alongside the Social Impact Manager and their team of Training & Support Workers to ensure staff ability to deliver on service users' events.

Food Safety & HACCP

- Responsible for Food Management Systems (HACCP) in your site ensuring we operate within our current accreditation guidelines and ensuring we are compliant with H&S and Food legislation
- Attend monthly HACCP meetings and liaise with Social Bite Limited Managers regarding any change in food production systems/procedures and update HACCP manuals and operations appropriately.
- Review internal audits ensuring that all follow up actions are implemented.
- Promptly report repairs, replacements and maintenance via the correct internal process

Supporting the homeless community and vulnerable staff members

- Embody Social Bite ethos within your shop by providing consistent, non-judgemental support for members of the homeless community
- Set standard at shop level for delivering excellent service to homeless customers
- Take lead in addressing difficult/challenging incidents that may result from contact with vulnerable people and employees
- Work in partnership with Social Impact Team to provide supported employment opportunities to vulnerable people

Other duties

- Other duties may be added as required
- Be a brand ambassador for Social Bite championing the organisations Mission and Values



KEY CHALLENGES

- Managing difficult and challenging incidents that may occur when providing support to vulnerable people and employees.
- Integrating into a long-standing team who may need additional support

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

- Someone with a passion for developing employees and advocating for them
- A strong planner with the ability to multi-task
- Experience of managing a team in a fair and consistent manner
- Experience in tracking and reporting on financial KPIs
- Highly effective written and verbal communication skills
- Strong IT skills and effective using Microsoft suite of programmes
- Adept to problem-solving and conflict resolution
- Knowledge of hospitality/catering policies and systems
- A proven forward planner with good time management skills who works well under pressure
- Experience of dealing with vulnerable persons is essential

PERSONAL ATTRIBUTES

Person Specification:

- A high level of commitment to the aims of Social Bite and to improving the lives of people affected by homelessness
- A willingness and commitment always to undertake the role in a professional manner, maintain a high-quality standard of work
- A compassionate person who can communicate well with a people from a variety of backgrounds
- Being prepared to learn about the complexities of supporting and employing people with complex needs and having a belief in the value and potential of all individuals
- Ability to represent the work of Social Bite with commitment and integrity

RELATIONSHIPS – Internal & External

Internal -

Operations Manager
Commercial Director
Head of Social Impact

External -

Food Safety Consultant
EHO

