

Waterstones

Job Title	Café Manager
Reports to	Café Development Manager
Purpose	To drive sales and profit growth through customer service excellence, brand standards and the recruitment and development of high performing café teams
Key Responsibilities	<ul style="list-style-type: none"> • Leads by example in all Barista duties • To build a team of highly capable and engaged Baristas with a development plan in place for each • Ensure team are fully trained on all necessary aspects of the business required to fulfil their roles • Ensures brand standards are maintained at all times • Ensures all H&S, Food Safety, COSHH & HACCP processes are in place and up to standard at all times • Maintains sufficient levels of cover within the store to deliver opening hours and customer service standards whilst working within agreed budgets • Communicates well with their team ensuring that everyone is up to speed on necessary changes and relevant information • Completes consistent reviews with their teams in a timely fashion to ensure performance is recognised appropriately and any underperformance issues are addressed. • Drives sales by ensuring optimum levels of product availability at all times • Controls waste by using the tools.
Experience and Qualifications	<ul style="list-style-type: none"> • Customer facing management experience of at least 1 year • Proven track record of driving sales and standards • Experience in managing a team
Person Profile	<ul style="list-style-type: none"> • A good communicator across different layers of structure • Acts with credibility at all times • A passion for developing people within their team • Has the ability to remain calm in a crisis and is both resilient and sure footed when under pressure • Able to plan and prioritise in the short and medium term whilst maintaining flexibility • Adept at building effective relationships with diverse stakeholders