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**Job Description and Person Specification**

**Job Title:** TFGB Coffee Shop Lead Supervisor

**Contract type:** Permanent

**Responsible to:** Operations & Logistics Manager

**Location:** Based at the Ashburton youth club, Putney and mobile outlet in Putney/Wandsworth.

**Salary:** Rate of pay at or above London living wage - £21,579 - £25,000 pro rata per annum.

**Hours:** Full-time 37.5 hours per week This role is required to work weekends.

**Annual Leave:** 25 days plus public holidays

**Overview:**

The Feel Good Bakery is looking to recruit a highly motivated and hardworking individual as a Coffee Shop Lead Supervisor for this exciting social enterprise. The enterprise is owned by SW London charity, Regenerate. The enterprise is a mobile coffee shop business, training, mentoring and employing young people aged between 16-25 who are not in education employment and training, or have experienced disadvantage or at risk of exploitation. Also for every sandwich or coffee sold we will also provide a meal for a child in one of our partner feeding services in Africa or Eastern Europe.

The Feel Good Bakery is entering an exciting period of growth in size and impact as a charity, and this role is to supervise the mobile coffee shop outlet and its employees on shift. It is an exciting opportunity for an ambitious person passionate about using their skills in catering/business and in working with young people and young adults. This new project is building on the work of Regenerate to create employment opportunities for young people to thrive.

Reporting to *The Feel Good Bakery* Operations & Logistics Manager, the role will be responsible for maintaining the mobile coffee shop, sales and supervising and coaching the young people in their employment.

**Main Tasks and Responsibilities**

**Operations**

* Work with the Operations Manager to manage the daily operations of the coffee shop.
* Maintain and develop systems and procedures to ensure the TFGB coffee shop runs efficiently and is maintained to the highest standards. Manage procedures including food hygiene (HACCP) and chemical safety (COSH).
* Work with the Operations Manager to ensure that all procedures are complied with.
* Ensure the outlet’s cleanliness and hygiene standards are met each day, recorded and are kept in accordance with food safety standards.
* Handling customer enquiries and complaints.
* Supervise food/drink preparation and sales on shift.
* Carry out stock checks and keep accurate records.
* Oversee product quality and carry out quality control checks to make sure standards are maintained.
* Work with the TFGB Operations Manager to decide on new products to sell and help develop these.

**Supervision of team members on shift**

* During your shift supervise a small team of young adults (The Feel Good Bakery team members) in the coffee cart to ensure good team morale and effective production.
* Liaise with The Feel Good Bakery Progression and Wellbeing Manager to feedback on TFGB team updates and development as well as support the work on key learning objectives with them.
* Ensure that the safeguarding policy is followed and all concerns reported.
* Dealing with challenging young people / team members and situations that may arise

**Internal Relations:**

* Contribute to team meetings.
* Supervise coffee shop TFGB team of young people
* Meet regularly with the TFGB General Manager and management team to ascertain and work towards personal development plans for the TFGB team.
* Attend strategic days away with the TFGB team and contribute to the development of the Community interest company as a whole.

**Discretion to Act**

Responsible to the Operations & Logistics Manager for the delivery of work as agreed within the TFGB board of directors and management team, and in accordance with annual plan of work and Regenerate’s organisation strategy. All work must be contributing towards achieving the specified outcomes and objectives. Perform other duties as instructed by the Operations and Logistics Manager.

**Environment**

* Centre in the heart of the Ashburton estate on the border between Roehampton/Putney London.
* Mobile coffee shop outlet based across Wandsworth borough
* Working unsociable hours may be required during events, which may include evenings and weekends.

**Person Specification**

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|  | **Essential**  *(Criteria must be met if the jobs to be performed successfully)* | **Desirable** |
| **Abilities & Skills** | * Excellent customer service skills to ensure that everyone visiting the TFGB Coffee shop has the best experience possible. * Problem assessment & solving skills, attention to detail and accuracy and the ability to be flexible. * Good ability to think quickly, work in stressful situations and stay calm in a crisis. * Good communication skills – written and verbal. * Excellent organisational skills and task initiation skills, able * An ability to self-motivate, motivate others and time-manage. * Good leadership skills * Excellent interpersonal skills to build working relationships with a full range of people including staff, young people, volunteers, suppliers & donors. * A team player. | * Excellent coffee making skills. * Clean driving license. |
| **Experience** | * Experience of working in a coffee shop. * Experience coordinating or supervising staff | * Experience of working with young people * Experience of liaising with suppliers & contracts. |
| **Education/Training** | * Two GCSE’s (or equivalent) at grade C or above. | * Undertaken training in the food industry. * Youth work, mentoring, coaching |
| **Knowledge** | * Sound knowledge of computers including e-mail, word and excel. * Good understanding of the food/catering industry. * Understanding of food safety and hygiene standards. * Understanding of health & safety legislation & risk assessments | * Youth work, mentoring or coaching |
| **Other** | * Supportive of the aims and purposes of Regenerate * Clear DBS |  |