

# JOIN OUR TEAM!



ARE YOU A BARISTA DRIVEN TO LEAD & INSPIRE OTHERS WITH YOUR SKILLS?

DO YOU FEEL PASSIONATE ABOUT CREATING OPPORTUNITIES FOR YOUNG PEOPLE TO OVERCOME BARRIERS?

**REGENERATE**

*feel good*

# COFFEE SHOP SUPERVISOR

Feel Good is looking to recruit an experienced and highly motivated individual as a Coffee Shop Supervisor for this exciting social enterprise.

This role is an exciting opportunity for an ambitious person, passionate about using their skills in hospitality/business to co-ordinate the operations of a small social enterprise, and improving the outcomes for young people and young adults.

Feel Good (previously The Feel Good Bakery) is a social enterprise set up by Regenerate in 2014 as part of our Employment service. The coffee business trains, employs and mentors young people aged 16-25 who are not in education employment or training (NEET), have experienced disadvantage or are at risk of exploitation.

Feel Good currently have 2 active sites - our flagship shop in Southfields and a cart in Battersea - and are currently looking to open another shop elsewhere in Wandsworth. This is an exciting period of growth in size and impact, and our team of supervisors are integral to the success of this.

Reporting directly to the Feel Good General Manager, the role will be responsible for maintaining the coffee shop sales and supervising and coaching the young people in their employment.





## OVERVIEW

**Contract type:**

Permanent

**Reporting to:**

TFGB General Manager

**Locations:**

Feel Good Coffee House, Southfields  
Feel Good Coffee Cart, Battersea Power Station  
Ashburton Youth Club, Putney

**Salary:**

£27K starting salary  
Reviewed after successful completion of probation period

**Hours:**

Full time (37.5 hours) across 4 days a week  
Will include weekend work

**Annual Leave:**

Equivalent of 33 days per annum



# YOUR DAY TO DAY RESPONSIBILITIES

## Daily Operations:

- Maintain and develop systems and procedures to ensure the coffee shop runs efficiently and is maintained to the highest standards.

## Supervision of sites and team:

- Supervise a small team of young adults (Feel Good Team members and baristas) on shift in the coffee cart/shop.
- Supervise procedures including food hygiene (HACCP) and chemical safety (COSH).
- Ensure the outlet's cleanliness and hygiene standards are met, recorded and kept in accordance with food safety standards.
- Handle 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.
- Ensure good team morale and effective production.
- Liaise with TFCB Progression Manager to feedback team updates and development
- Support team member's work on key learning objectives
- Ensure that safeguarding policy is followed and all concerns reported to the managing director.
- Calmly deal with any challenging team members, customers or situations that may arise.

# YOUR DEVELOPMENT

At Regenerate, we understand the importance of providing progression, development opportunities and continued learning.

As part of this role you will have a significant opportunity to develop your skillset, with access to a staff learning and development budget as well as mentoring and coaching from other team members and external partners.

This is a brilliant opportunity to build your expertise. Regenerate is an ambitious charity with plans for continued growth over the coming years and with that comes opportunities to grow with the organisation and take on more responsibility.

## YOUR PERKS

**At Regenerate we realise the importance of supporting the wellbeing of our staff and volunteers. We have a variety of perks alongside the job, including:**

- A budget towards **Learning, Development and Wellbeing**

- **Generous annual leave policy**  
(25 days) plus bank holidays and 3 extra leave days between Christmas and new year.

- **Recharge Hours**

A few extra hours off per quarter are given for you to re-charge your battery

- **Health Cash Plan Package**

which includes 24-hour health advice and counselling, contribution to health costs, grocery/high street/gym discounts

- **Regular team days and socials**

- **Working for a recognised and respected name** in the local borough and charitable youth work sector, which acts as a springboard to future roles and connections

# IMPORTANT THINGS ABOUT YOU

## Experience:

- Minimum 2 years experience working in a coffee shop and/or cart environment

## Abilities & Skills:

- Excellent interpersonal and communication skills
- Attention to detail, accuracy and the ability to be flexible
- Organisational skills
- Excellent time management skills
- Team player with ability to motivate yourself and others
- Ability to keep calm under pressure

## Knowledge of:

- The hospitality industry and all relevant hygiene/health and safety procedures
- The challenges and barriers young people may be facing

## Other:

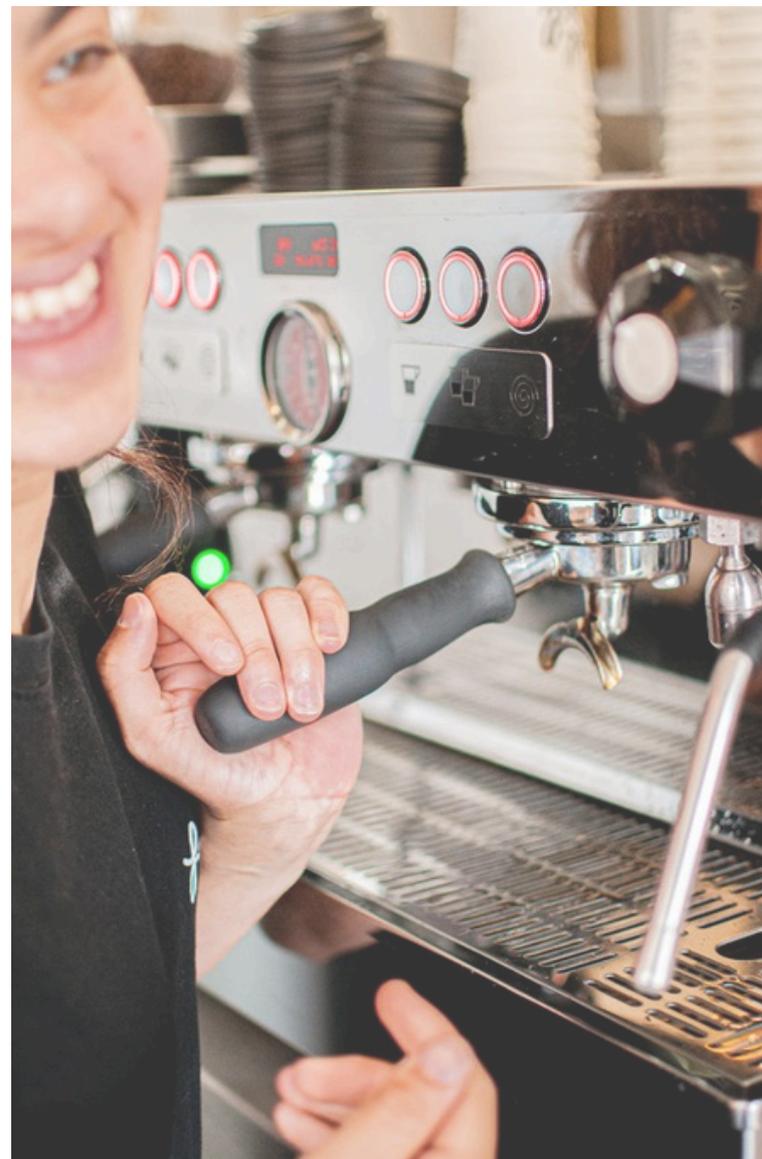
- Supportive of the aims of Regenerate and Feel Good
- A clear DBS  
(Checks provided by us on recruitment)

## Education / training:

- Two GCSE's (or equivalent) at grade C or above

## Also consider applying if you have any of the following (Desirable but not essential):

- Knowledge of young people we work with, and the areas we are based in
- Experience supervising or managing others
- Experience working with young people
- Youth work experience
- Good understanding of IT & equipment, digital systems, and General Data Protection Regulations



# YOUR APPLICATION

We want to know the important things about you and why you think you would be the best person for the job.  
**To apply, please complete an online application form.**



For any enquiries feel free to contact  
**recruitment@regenerate-london.org**



# WE LOOK FORWARD TO RECEIVING YOUR APPLICATION!

Regenerate aims to be representative of the community we are working with. We recognise that having the strongest workforce possible means hiring and developing the best people across all races, ethnicities, religions, age groups, sexual orientations, gender identities and abilities. We're not just committed to being an equal opportunity employer, we actively celebrate diversity in all its forms.

Let us know if we can do anything to make the application or interview process more accessible. If you are invited to interview, we will at that point ask you for any accessibility requirements or preferences.

Regenerate is committed to adopting a safe recruitment process and follows the NSPCC procedures that have safeguarding at their heart. The appointment will undergo an enhanced DBS check, shortlisting, interviews and reference checking. Please let us know about the sensitivity of taking up references prior to an interview.

All applications will be taken seriously and contacted regarding the outcome of their application.

