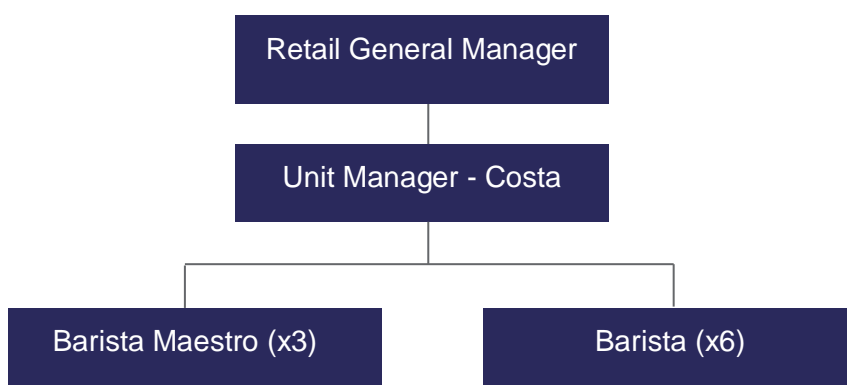


JOB DESCRIPTION

Position Title	Unit Manager – Costa	Department	Retail
Generic Job Title	Unit Manager	Segment	Healthcare
Team Band	A	Location	Site based
Reports to	General Manager	Office / Unit name	Doncaster Hospital

ORGANISATION STRUCTURE



Job Purpose

Overall responsibility for the running of the store, ensuring that every customer receives a great cup of coffee.

Accountabilities

- To lead the store team in all aspects of delivering the best coffee experience to every guest, all of the time.
- To take overall responsibility for delivering brand standards at all times by ensuring that the store is opened/closed & operated in line with all company standards, policies & procedures.
- To ensure that all relevant checks, standards, food and health & safety checks are completed and that all necessary remedial action is taken or issues escalated as required.
- To take overall responsibility for managing the stock and order systems for food & consumables ensuring that the store has 100% supply of items for the customer whilst delivering the budgeted margins/profit.

- To ensure that all company policies and procedures are in place to maintain cash & stock security and that all necessary action is taken to ensure that all transactions involving stock and/or cash are done in a secure manner.
 - To communicate all key information to the store team in the most effective way using the most appropriate media including team meetings.
 - To deal with and resolve customer complaints in line with company policy/procedures.
 - To ensure all marketing updates and new POS are implemented & maintained effectively.
 - To execute all aspects of staff deployment ensuring the effective control of labour and that every team member is deployed in an appropriate manner.
 - To recruit, train, coach and develop the team to ensure that they deliver brand standards and a great customer experience.
 - To analyse and act upon financial/performance data to ensure the store is run in the most efficient & profitable manner whilst delivering all other measures on agreed KPI's.
 - Work with their area/peer group to share best practice.
 - To prepare for and input into regular business reviews with their line manager.
 - To undertake the role of "Float" as required.
- To perform all skills as defined in the Barista Job Description.

Key Performance Indicators

- Enthusiasm to execute outstanding customer service.
- Friendly manner.
- Communicate confidently to all.
- Flexible approach (ability to be multi skilled).
- Honest and Open.
- Willing to learn.
- Ability to work within a team and individually (dependant on volume of shift).
- Presentable.
- Reliable/Committed – delivery of shifts.
- Flexible/Committed – to be available for shifts.
- Ability to engage the team.
- Shows initiative.

Skills, Knowledge and Experience

Essential

- Good standard of literacy and numeracy
- Previous catering experience
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Good time management and organisational skills
- Ability to work well under pressure
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role

Desirable

- Basic Food Hygiene Certificate
- FSC3, 706/2 or NVQ2 chef qualification, or equivalent
- Previous experience of catering management
- Experience of managing a team in a Healthcare establishment
- Experience of managing budgets
- Experience of delivering training using company guidelines
- Computer literacy
- Good standard of financial acumen
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training

Contextual or other information

- To relieve and assist in other establishments in certain circumstances where reasonable
- To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports
- To attend meetings and training courses as requested
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business

Version	V2	Date	October 2023
Document owner	Retai/HR		