

Job Description: COSTA MANAGER



Function:	
Job:	Costa Manager
Position:	Costa Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Food Services
Additional reporting line to:	
Position location:	Queens Hospital, Rom Valley Way, Romford, Essex, RM7 0AG

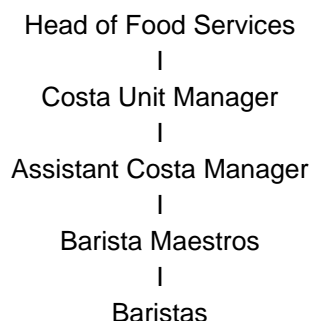
1. Purpose of the Job – State concisely the aim of the job.

- Take ownership for the results and success of the Store
- Lead the Store Team in all aspects of delivering an unbeatable coffee experience to every customer all of the time
- Hold regular team meetings to communicate all key information
- Implement new initiatives in the most effective way, using the most appropriate media (team meetings; shift briefings; Massimo, What's in Store; communication toolkit/posters)
- Ensure all marketing updates and new POS are implemented and maintained effectively
- Ensure Costa Collect and Delivery orders are processed within expected standards
- Accountable for adhering to all aspects of health and safety within the store – for customers, team members, and external visitors
- Keep up to date with Health and Safety legislation and business guidelines
- Ensure personal and compliance learning, including allergens, food safety, health and safety is up to date and executed to Costa brand standards across the whole team.
- Ensure the right number of team members are on shift at the right times to maximise sales opportunities and deliver great customer service
- Manage daily and weekly labour hours in line with target
- Responsible for ensuring that brand and operational standards are consistently delivered at all times
- Ensure that the store is opened/closed and operated in line with all Costa standards, policies and procedures.
- Accountable for managing the stock and order systems for food and consumables
- Ensure that the Store has 100% supply of items for the customer whilst delivering the budgeted margin/profit.
- Analyse and act upon financial/performance data to enable the Store to run in the most efficient and profitable manner.
- Communicate to team the plan regarding area of focus to achieve the store performance plan.
- Deliver all COSTA Check measures.
- Recruit, train, coach, develop and retain a highly capable team
- Ensure the team adhere to brand standards and deliver an unbeatable customer experience
- Encourage the team to achieve their full potential
- Carry out regular and effective 1:1's and reviews with each member of the team
- Ensure the store has a robust succession plan in place

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- Team – 26 Team Members

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensuring full compliance with Costa Brand standards at all times

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To ensure that all brand standards are delivered throughout the shift to ensure complete customer satisfaction – completing all relevant checks, standards, food & health and safety checks and taking necessary remedial action or escalating as required.
- To lead the team on shift to deliver the best Costa experience to every guest.
- To train & coach team members as required to support them in delivering their roles effectively to Costa Franchise standards.
- Take responsibility for general running of unit and service.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

Financial: Work alongside the Assistant Costa Manager to achieve, or exceed, budget as set by Finance Business Partner *including:*

Sales targets

GP targets

Labour targets

Team:

Ensure compliance with compulsory training - staff achieve 100%

To understand, and conduct various HR related formal processes as and when required

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

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

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			