

Job Description:   
Unit Barista

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| Function: | | | | Universities | | | | | | | | |
| Job: | | | | Costa PTS Supervisor | | | | | | | | |
| Position: | | | | Jaguar & Costa Pod retail outlets | | | | | | | | |
| Job holder: | | | | TBC | | | | | | | | |
| Date (in job since): | | | | TBC | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Group Retail Manager | | | | | | | | |
| Additional reporting line to: | | | | Group Retail Manager | | | | | | | | |
| Position location: | | | | Coventry University | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Serving coffee in Costa PTS retail outlet | | | | | | | | | | | | |
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| 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. | | | | | | | | | | | | |
| Revenue FY16.17: |  | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 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. |
| Retail & Catering Manager  Add org chart  Group Retail Manager  Supervisor  Retail Assistants |

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Supervise the daily running of the Unit * Cash control management/ stock taking & unit ordering will be part of the role * Sales & invoices entered onto accounting ystem * To deliver the highest levels of customer service in line with Brand standards * To produce and serve all drinks to Brand standards and Recipes * To maintain standards of Health, Safety and Cleanliness * Maintain stock levels/availability by replenishing display/fridges with company guidelines * To operate the till in line with Brand till operation and cash handling procedures * To sell and demonstrate product knowledge by advising the customer/answering quires and suggesting products. Act on initiative to optimize sales to the customer * Friendly Manner * Presentable * Communicate confidently with customers * Flexible/committed – Delivery of shifts |

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| 5. Person Specification |
| * Ability to work with in team, and on own initiative * Flexible approach to the role * Previous Barista experience would be desirable but full training will be provided |

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| 6. Package Description |
| * Uniform and meals on duty provided * Training provided * Hours are from Sunday to Saturday 40 Hours per week |

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| 9. Management Approval – To be completed by document owner |
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