

# Job Description: Costa Manager



Function:	Healthcare
Job:	Costa Manager
Position:	Costa Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Hotel Services Manager
Additional reporting line to:	Business Director
Position location:	Queen Mary's Hospital Roehampton Lane Roehampton SW15 5PN

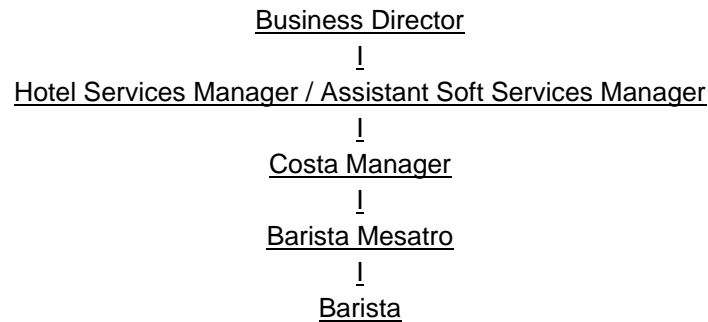
## 1. Purpose of the Job – State concisely the aim of the job.

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

## 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.

- Weekly sales target
- GP Margin
- Manage a team of approximately 2 Barista's and Barista Maestro

**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 the Costa Franchise standards at all times
- Compliance with Sodexo policies, procedures and 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: To achieve, or exceed, budget as set for each financial year;

- Sales targets
- Gross Profit targets
- Manage labour to sales targets effectively in line with budgetary targets set

Team:

Ensure compliance with compulsory training - staff achieve 100%

Conduct one to one PDRs with staff members

Understand and be involved with disciplinary cases as required

Succession planning & people development

Other:

Understand and achieve a pass in the quarterly Costa audits

Achieve Green in Safegard Audit

- **7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively
- 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
- 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
- Experience of working in a similar high street environment, advantageous

**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	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

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

Version	V3	Date	July 2019
Document Owner			