

Job Description

Coffee Shop Manager

Hours Per Week: Full Time - 40 hours

Salary: £22,000

ABOUT US

Metronome is a new coffee shop, founded in 2020 and nestled at the heart of Morden town centre.

The team are looking for a full time Coffee Shop Manager with stellar experience; managing staff, possessing excellent Health and Safety knowledge, along with a keen eye for detail and willingness to get a job well done. You'll share and develop our vision to create a community hub and complement our adjacent sister company, a vibrant recording studio. This is the perfect opportunity to help build a business from strong foundations.

This is a super cool, friendly, casual space, with opening hours that occasionally extend to evenings - as more music and community events are established.

Customer service and satisfaction is our highest value. Behind the scenes, we highly rate impeccable levels of health, safety and hygiene. The successful candidate needs to be computer literate - it goes without saying that a passion for coffee and food is essential.

If you are looking for a genuine career in the Speciality Coffee industry, now is the perfect time to join us.

OUR IDEAL CANDIDATE

- Lead by example in delivering exceptional customer service at all times
- Coordinate and host events
- Responsible and accountable for ensuring the smooth running of all operations
- Ensure a high level of efficiency from all employees
- Sourcing and managing stock, ordering, checking and accepting deliveries
- Sourcing a range of ethical retail products
- Merchandising and managing POS
- Inspect and maintain the equipment in the shop and flag any issues to the Director
- Manage staff, including rotas and holiday phasing
- Recruitment - promoting talent and developing succession plans
- Attend bi-weekly managers meeting and raise any issues for the site
- Always maintain a safe workplace and adhere to health and safety legislation
- To resolve any customer complaints or direct the customer to the Director in instances where you cannot resolve the query or issue
- Escalate any employee issues to the Director and/or HR Manager
- To carry out all other reasonable requests as directed by the Director

ABOUT YOU

- You are a people person with impeccable customer service skills
- Able to bring fun to the workplace and ensure a happy, motivated and focused team
- Have an understanding of operational KPI's including sales, labour and waste
- Exercise judgement on sales lines based on the wastage sheet of sale and demand
- Proven experience working as a Manager in a retail business
- Strong communication skills

- Able to lead, coach and develop staff
- Able to set and drive best quality standards and behaviours
- Be a personal fit: Engaging personality with honesty and straightforwardness
- Willingness to always go the extra mile for our customers
- A passion for quality coffee

BENEFITS

- Cash tips
- 28 days paid holiday including bank holidays
- Join a friendly, supportive team – you concentrate on being the face and pace of Metronome, with support from the studio's back office team where necessary.
- Use of our Studio
- Drinks and food when on shift
- Opportunity to get involved with the local community/support local charities
- We value good mental health and offer informal counselling support if ever the going gets tough

Experience: Management: 1 year (Preferred) Barista: 1 year (Preferred) Speciality coffee: 1 year (Preferred) Location: London, Greater London (Preferred)