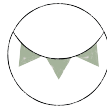




WE EXHIBIT EXCELLENCE | WE CARE FOR CUSTOMERS | WE CONTRIBUTE TO COMMUNITY



## **SUPERVISOR & MANAGEMENT TEAM MEMBER**

- Based at Applaud Coffee, Crown House, Ipswich
- Approx 35 - 40 hours a week Monday - Friday
- Starting date: Monday 28 June

## **ABOUT APPLAUD COFFEE**

We are a strong, skilled, passionate and friendly team working together to achieve our vision to be the best coffee shop in Ipswich: to create the best customer experience and to be a thriving workplace for our team. We have a positive working environment with a culture of feedback that enables personal development and business growth.

Based on the nature of this role we would like someone who is looking for a long term commitment.

We want to recruit a dynamic leader - someone who can engage and implement strategy and vision, enjoys working with people and is passionate about quality food, drink and customer service.

It is a busy workplace with lots of things to manage at once, which requires a leader who can communicate effectively and multi-task. If you think you would thrive in this environment, then this could be the job for you.

## **ABOUT THIS ROLE**

In this essential role you will have a key position in the management team, meeting weekly to engage on strategy and planning to help Applaud achieve its vision. You will embody the core values of Applaud and ensure these are upheld by staff to fulfil the Applaud vision of being the best coffee shop in Ipswich.

You will be in charge of the daily running of a speciality coffee shop and take pride in the Applaud brand. You will be productive and results orientated, creating a strong sense of direction and empowering the team.

This role is perfect for someone that thrives in a busy and fast paced environment and enjoys a variety of tasks. Working within a small team means you are involved in all aspects including baking and making speciality coffee.

## **POSITION**

- Reporting to Hannah Huntly
- Part of the Management team
- Overseeing approx 1-2 team members

## **MAIN TASKS**

- Reinforce the Applaud core values and shape the workplace culture
- Participate in weekly management meetings
- Manage and deploy staff
- Lead daily briefings

- Motivate staff by giving positive and constructive feedback
- Carry out performance management meetings with staff
- Deliver excellent customer service with an attention to detail
- Serve speciality coffee consistently to a high standard
- Baking Applaud cakes for the shop counter
- Prepare and produce food products of a high and consistent quality to tight deadlines
- Maintain an environment of cleanliness and ambience at all times
- Perform general coffee shop duties
- Stock management
- Resolve customer queries and complaints in a timely and professional manner
- Responsible for the day to day Health & Safety management of the coffee shop

## **SKILLS / QUALIFICATIONS**

### Essential

- Numerate and literate

### Desirable

- Barista of speciality coffee
- Leadership qualification
- Health & Safety qualification
- Food Hygiene certificate

## **PERSON SPECIFICATION**

### Essential

- Leadership / managerial experience
- Hardworking, reliable and honest
- Background in hospitality
- Exceptional customer service
- Able to thrive in a busy and fast paced environment
- Confident and competent baker / cook
- Excellent communication skills
- Ability to troubleshoot situations
- Organised, efficient and able to prioritise
- High attention to detail
- Energetic with a positive mindset
- Enthusiasm for and the ability to embody the vision and values of Applaud

## **PHYSICAL REQUIREMENTS**

The job is physically demanding. You will be required to stand for extended periods of time and to lift and carry stock.

## **WHAT WE OFFER**

- £10 per hour
- Regular one to one meetings
- Training and professional development
- Any 2 drinks from the Applaud menu on shift
- Free coffee and tea off shift
- Free lunch on shifts of over 6 hours
- 20% discount on retail products
- Pension contributions

## HOW TO APPLY

If you think you're right for this role, we'd love to hear from you.

Please email [hello@applaud-coffee.co.uk](mailto:hello@applaud-coffee.co.uk) with 'Supervisor / Management' in the subject line, along with your CV and a cover letter; telling us why you want to join Applaud Coffee and communicating your experience and suitability for the position to Beth / Hannah.

**Application deadline: midday on Wednesday 5 May**

**Interviews: Friday 14 May**