



# Coffee Shop Manager

**Coffee Shop Manager**  
**Jesmond, Newcastle**  
**Starting salary of £23,000**

Hours will be based on a 40 hour week and will include shift work and weekends, and overtime where required

Cake Stories is a family-owned, independent Micro Craft Bakery based in Gateshead and Newcastle, providing bakes to our shops in Jesmond and Hoults Yard, wholesale customers across the North East and our online Letterbox Brownies which are posted across the UK.

We have recently launched our national wholesale service delivering cakes to outlets across the UK. All of our bakes are crafted in our Bakehouse in Gateshead (recently doubled in size) which is where our head office is also located.

We currently have two Coffee Shops of our own (with more in the pipeline), where we seek to host people excellently as well as providing great cakes, coffees, etc., all of which backs up our belief in our core value: "People are Important".

Due to promotion, we are looking for an experienced and proactive **Coffee Shop Manager** to primarily lead our Jesmond hospitality operation (with potential to support other sites) - a thriving area just outside of Newcastle City Centre, where the Cake Stories tale first began. This store was our first venture, launching in May 2015, and has a great reputation as an embedded and valued part of the local community, known for its excellent customer service and team culture.

Reporting to our Director of Hospitality and working in partnership with the management team, owners and wider Cake Stories team; duties will include:

**General**

- Embodying the values and ethos of Cake Stories
- Excellent communication, setting the example in all areas of behaviour within the team as well as with the public
- At ease in a busy, noisy, pressurized working environment
- Able to lead the team calmly and effectively in all situations
- Proactive customer-facing problem solving, with a people-first approach
- Proactive behind-the-scenes problem solving, with an emphasis on setting up the whole team to progress
- Being a leader in actions and approach - demonstrating servant leadership
- Serving and hosting customers with excellence and verve in the Cake Stories way
- Being responsible for adherence to H&S and food safety regulations
- Ensuring the smooth and efficient running of the cafe on a day to day basis
- Establishing, developing and implementing systems and processes across the team
- Ensuring the facilities are clean, tidy and safe at all times
- Ensuring the kitchen is managed to achieve efficient, safe and clean operation

**Staff**

- Managing the team so they are happy, set up to succeed and perform well
- Training staff in all aspects of their role and helping them to achieve the standards required
- Training staff to operate/ behave in the culture championed at Cake Stories
- Producing training and reference materials/resources to support staff in their progress

- Ensuring the cafe is staffed appropriately, managing shift rotas and recruiting as necessary

### **Food, Stocks & Supplies**

- Ensuring the store is always suitably stocked and liaising with suppliers as necessary
- Managing stocks and purchasing - working within budgets to achieve quality/profit balance
- Menu development - considering costs, margins and operational factors
- Overseeing food preparation to high standards of quality and hygiene

### **Business Development / Events**

- Developing relationships with local businesses to raise awareness and generate income
- Developing relationships with other traders for possible collaborations
- Planning and hosting one off events (concerts, open mic nights, foodie nights, etc)
- Working with potential concessions/pop up to maximise impact, exposure and turnover
- Planning, organising and hosting private bookings

The successful candidate will be -

- Experienced in managing diverse and high performing teams within a hospitality setting
- Experienced in managing people processes such as recruitment, development and employee engagement
- Experienced in meeting financial targets by delivering sales and removing any barriers to success
- A positive leader, leading by example to support and strengthen the team
- Excellent when communicating with staff, customers, suppliers and stakeholders
- Experienced in overseeing stock management and ordering processes and managing the retail area, including promotions and displays
- Able to demonstrate a consistently high standard approach to working, applying high work ethic and championing a working environment which nurtures the Cake Stories values and ethos

Closing Date: 22<sup>th</sup> November 2021

### **Sound like you? Apply now!**

Send your CV and cover letter to [talent@cakestories.com](mailto:talent@cakestories.com)