

Primary Purpose

This role is directly responsible for managing and meeting The Coffee Club (TCC) revenue, profitability, people and quality goals. You will implement efficient restaurant operations through the training and development of your staff and leading the way. You will maintain high productivity, quality and customer service standards.

Position Specification

Duties include being responsible for the entire running of the store, including the coordination and overseeing of the different areas of the store. Works with other team members (including Kitchen Manager, Shift Leader etc) in the performance of duties as set out below:

- Writing of rosters and shift planning according to forecast sales, budget and in line with employee relations requirements
- Work alongside, train, develop, encourage, inspire and supervise all team members of a lower level
- Able to perform & delegate tasks in all key duties of other positions
- On call for any emergencies and any unexpected store or staffing requirements
- Reconciliation of daily financial transactions and keeping accurate records of sales and banking
- Investigate, explain & report on any discrepancies to the Franchisee/Area Manager
- Demonstrated knowledge of TCC policies and procedures as outlined in TCC Manuals and *The Club House*
- Perform administrative duties in-line with company policies and procedures and/or in conjunction with the Franchisee or Area Manager (i.e. collecting invoices, recording of food safety requirements)
- Payroll administration in conjunction with company policies and procedures (i.e. Timesheet approvals, new starter documents, ensuring Australian working rights for staff, assisting with audits)
- Recruits, inducts, trains & exits employees to maintain efficient and friendly employees in conjunction with the Franchisee or Area Manager
- Control COE expenditures through effective rostering and running of shifts
- Maintain stock control through recording & monitoring wastage, accurate monthly stock takes, effective ordering/receiving and storage procedures
- Control COG's expenditures through the development and use of effective par levels
- Training and ongoing development of all team members
- Enforce daily and weekly systems and procedures to ensure a high level of presentation, hygiene, service, product quality and security
- Effectively discipline and praise staff as required, in-line with *TCC Evaluation > Feedback > Coaching* framework
- Ensure all menu items are available throughout the entire trading day
- Ensure the cleanliness of the store is in alignment with Food Safety requirements
- Enforce daily and weekly processes and procedures to ensure a high level of presentation, hygiene, service, product quality and security
- Maintain the café/kiosk/restaurant to a high standard of service and presentation as per Operational Excellence (OER) standards
- Keep your leadership team up-to-date with operational procedures, policies and best practice
- Restaurant opening, closing and service procedures are executed consistently in line with company expectations
- Demonstrated knowledge of TCC mission, statement and core values
- Demonstrated detailed knowledge of TCC menu items, food and beverage composition and national promotions
- Actively participate in conference calls and meetings with Area Manager, Operations Manager, Store Leaders and/or Franchisee's as requested
- To ensure so far as is reasonably practicable the health and safety of employees and others in the workplace in accordance with company policies and procedures and Work Health and Safety legislation

Person Specification

Experience

- 2 years' experience in leading and managing a café or casual dining restaurant essential; or
- Has successfully completed Shift Leader and Store Leader TCC Leadership Management Academy and is a high performing The Coffee Club Shift Leader of 12 months of greater essential (Internal Training)

Qualifications

- Food Safety Supervisor Certificate (Internal Training - mandatory within 4 weeks of start date)
- Current First Aid Certificate (maintained by employee) - essential
- Certificate III in Hospitality or equivalent (desirable but not required)
- Certificate IV in Hospitality or equivalent PLUS Supervisory course (desirable but not required)
- Current Responsible Service of Alcohol Certificate (maintained by employee) – for licensed stores
- Completed all Silver Level Academies (Internal Training - mandatory within 4 weeks of start date)
- Completed Shift Leader & Store Leader (Internal Training - mandatory within 6 weeks of start date) - essential

Knowledge

- Year 12 or equivalent literacy and numeracy
- Demonstrated knowledge of *The Coffee Club* policies and procedures as outlined in *The Coffee Club* Team Handbook and manuals
- Detailed and up to date knowledge of preparation and presentation of all meal items in accordance with the Good Food Manual
- Detailed knowledge of all store operations
- Detailed knowledge of *The Coffee Club* mission statement and core values
- Knowledge of food safety, work health & safety regulations and relevant industrial relation regulations

Skills

- Ability to read and understand an income and expenditure report (profit & loss) and a cash flow analysis
- Ability to establish clear lines of communication with team members, Store Leader, Shift Leader/s, Franchisee/s, corporate office and suppliers
- Demonstrated effective leadership and management skills
- Ability to train and work hands on and alongside staff in any role to ensure we provide the highest level of service at all times
- Ability to train staff in communicating well with all guests and in doing so, build relationships to ensure return business
- To promote sales through effective marketing, retail merchandising and selling procedures in conjunction with the Franchisee and/or HO direction, and in line with The Coffee Club's marketing manual and policies

Attitude and Expectation

- Pro-active, positive, enthusiastic, energetic, responsible and friendly
- Can do attitude
- Happily and diligently adheres to *The Coffee Club* dress code at all times
- Provide positive, constructive feedback for team members, Store Leader and Franchisee/s
- Actively demonstrate, promote and practice '*The Coffee Club* mission and core values' in all interactions with team members and customers
- Focused on success
- Passionate about providing *Good Food, Great Service and Excellent Coffee* at all times
- Focused on ensuring open communication and good working relationships with all staff
- Commitment to continuous learning and personal development

Key Performance Indicators

- Store running efficiently and profitably with all controllable costs in line with targets
- Adhering to and actively promoting all The Coffee Club standards, procedures and policies
- Demonstrates and practices personal presentation which is professional and adheres to The Coffee Club dress code
- Maintains effective communication with Franchisee/s, staff, suppliers and The Coffee Club Corporate Office
- Demonstrated commitment to provide Good Food, Great Service and Excellent Coffee
- Experience managing customer data and CRM platforms and programs

Version Control

The Minor DKL Food Group Pty Ltd & The Coffee Club reserves the right to vary this position description when needed, to suit business needs but will consult with relevant staff in relation to any significant change. This position description replaces all previous versions.