

EMPLOYEE SPECIFICATION

Job title	Coffee Shop Team Leader
Department	Commercial (Food & Beverage)
Responsible to	Food and Beverage Manager

Criteria	Essential	Desirable
Experience	Ordering stock and keeping records	Familiarity with sustainable office practices.
	Leading and developing a team	Of stocktaking and audits
	Compiling effective staff rotas and maintaining accurate timesheets	Sales reports and data analysis
	Providing a service in a fast-paced environment	Working to budgets
	Providing excellent customer service	Working in a student led environment
	Applying brand standards	Dealing with suppliers
Skills	Dealing with a large volume of customer orders	First Aid at Work qualification
	To maintain effective systems to record legal compliance and best practice	Formal H&S qualification
	To work accurately to recipes and guidance	Ability to identify and work to KPI's
	Use of barista equipment	Food Hygiene qualification to CIEH Level 2 or equivalent
	Ability to prioritise	Food Hygiene qualification to CIEH Level 3 or equivalent
Knowledge	Of food hygiene law and its effective implementation	Understands what can be recycled on campus, and how to recycle it properly.
	Of health and safety legislation and application of risk assessments	Of the NUSSL supply process

	Of the importance of nutritional information	Of the wider relevant industry
Values	Engaging in a student led environment	
	Working within an inclusive and supportive workplace	