



JOB DESCRIPTION

COFFEE SHOP & FRONT OF HOUSE MANAGER

Maternity Cover

ROLE INFORMATION

Role title: Coffee Shop & Front of House Manager
Reports to: Executive Director / Finance & Operations Team
Line management for: Part-time, hourly paid and casual Coffeebarre staff
Location: Dancebox, Milton Keynes
Basis: Full-time PAYE – Maternity Cover
Hours: 40 hours per week, Monday–Friday - 8.00am - 4.00pm
Holiday entitlement: 28 days including bank holidays, pro rata where applicable
Sick pay: Statutory Sick Pay
Salary: £25,000–£27,000 p/a, depending on experience
Pension: Employer contribution of 3%
Start date: Immediate

ROLE OVERVIEW

Dancebox is a leading UK professional dance training provider, with a busy community of students, staff and visitors using our Milton Keynes facilities every day.

The Coffee Shop & Front of House Manager is responsible for the smooth day-to-day operation of Coffeebarre, our in-house coffee shop, alongside responsibility for Dancebox merchandise and uniform stock and the presentation of our key front-of-house and welcome spaces.

This is a hands-on role. The postholder will lead the daytime Coffeebarre operation while managing and training a small team of part-time and casual staff who provide additional cover, including evening service.

The role would suit someone practical, organised and proactive who enjoys taking ownership of an operation and maintaining consistently high standards of service, cleanliness and presentation.

During quieter periods within the Coffeebarre trading day, the postholder will manage merchandise and uniform ordering, deliveries, stock organisation and other front-of-house responsibilities.

KEY RESPONSIBILITIES

COFFEEBARRE OPERATIONS

Take day-to-day responsibility for the smooth running of Coffeebarre, including:

- Opening, preparing and operating Coffeebarre during daytime trading.
- Preparing and serving coffee, drinks, food and other products to a consistently high standard.
- Delivering the Greggs Box food offer in accordance with required standards.

- Maintaining consistent product quality, presentation and customer service across both daytime and evening operations.
- Managing food, drink, sandwich, coffee, consumable and cleaning stock and placing regular supplier orders.
- Receiving deliveries, checking goods and ensuring products are stored correctly.
- Monitoring stock levels, use-by dates, stock rotation and wastage and adjusting ordering accordingly.
- Undertaking regular stock checks and helping to minimise unnecessary waste and stock loss.
- Operating the till/EPOS system and following agreed procedures for payments, refunds and cash/card reconciliation where required.
- Maintaining simple opening and closing procedures and ensuring these are followed by all team members.
- Keeping Coffeebarre counters, equipment, storage and customer areas clean, organised and well presented.
- Monitoring coffee machines, refrigeration and other equipment, carrying out appropriate routine cleaning and reporting or arranging repairs where required.
- Responding to day-to-day customer queries, feedback and complaints.

TEAM MANAGEMENT

Manage and support the small team of part-time, hourly paid and casual Coffeebarre staff, particularly those providing evening cover.

This includes:

- Training and inducting new team members.
- Ensuring staff understand the required standards for drinks, food preparation, customer service, cleaning and presentation.
- Maintaining simple procedures and checklists to ensure consistency when the Manager is not present.
- Organising staff cover/rotas as required and responding to day-to-day staffing issues.
- Providing practical coaching and feedback where standards need to improve.
- Ensuring effective handover between daytime and evening operations.

FOOD SAFETY, HEALTH & SAFETY

Take day-to-day responsibility for ensuring Coffeebarre operates safely and meets required food hygiene standards, including:

- Maintaining required food hygiene, cleaning and health and safety records.
- Ensuring temperature checks, cleaning schedules, food storage, date labelling and stock rotation procedures are followed.
- Maintaining accurate allergen information and ensuring staff understand allergen and cross-contamination procedures.
- Ensuring all team members follow appropriate food handling and hygiene practices.
- Monitoring waste disposal and reporting any pest control, maintenance or safety concerns.
- Keeping the operation ready for Environmental Health or other relevant inspections and responding promptly to any actions identified.

MERCHANDISE, UNIFORM & SUPPLIERS

During quieter periods of the Coffeebarre day, take responsibility for the practical management of Dancebox merchandise and uniform stock, including:

- Monitoring stock levels and placing replenishment orders with approved suppliers.
- Liaising with suppliers regarding orders, availability, deliveries and routine queries.

- Receiving and checking incoming deliveries.
- Maintaining organised merchandise and uniform storage.
- Preparing and distributing student merchandise and uniform orders.
- Resolving routine missing, damaged or incorrect deliveries with suppliers.
- Ensuring merchandise is professionally presented and appropriately stocked.

FRONT OF HOUSE & PRESENTATION

Help ensure Dancebox creates an excellent first impression for students, staff, parents and visitors by:

- Taking ownership of the presentation of Coffeebarre and the principal welcome, communal and external entrance/seating areas.
 - Ensuring these areas remain clean, fresh, tidy and professionally presented.
 - Keeping displays, furniture and customer-facing areas organised and attractive.
 - Identifying cleaning, maintenance or presentation issues and ensuring these are addressed or reported promptly.
 - Taking a proactive approach to presentation and resolving issues without waiting for them to be identified by others.
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THE PERSON

We are looking for someone friendly, organised and practical who enjoys taking responsibility for making things work well.

The successful candidate should be comfortable moving between hands-on coffee shop service, managing a small team, ordering stock, maintaining straightforward compliance paperwork and ensuring that Coffeebarre and the wider front-of-house environment always look their best.

EXPERIENCE & SKILLS

- Previous experience in a café, coffee shop, hospitality or food-service environment.
 - Some previous supervisory or team leadership experience.
 - Experience of stock management and ordering.
 - Good understanding of food hygiene and safe food handling.
 - Minimum Level 2 Food Hygiene Certificate, or willingness to obtain this immediately.
 - Good organisational skills and attention to detail.
 - Confidence dealing with suppliers and managing routine orders.
 - Ability to train and support part-time and casual staff.
 - Friendly and professional customer service skills.
 - Ability to work independently, prioritise effectively and take ownership of day-to-day issues.
 - Barista experience.
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WHAT SUCCESS LOOKS LIKE

Coffeebarre runs smoothly, safely and professionally every day. Products are consistently good, customers receive friendly service, stock is available without unnecessary waste, records are kept up to date and the part-time team knows exactly what is expected of them.

Dancebox merchandise and uniform is well organised and efficiently distributed, and Coffeebarre and the surrounding welcome spaces are consistently clean, fresh and professionally presented.