

Coffee Shop (Bridge) Manager

Role Profile

Our vision is that **every student loves their time at Southampton**. We exist to:

- Help students find friendship groups;
- Support students to complete their degree programmes;
- Give students a voice in the University and wider community.

Your role in achieving this is described below.

Main Purpose of Role:

- 1) Deliver safe and attractive operations and compelling product offers.
- 2) Manage a team that delivers excellent service and standards
- 3) Accountability for delivering the planned programme of trading activity

Responsible to: Head of Social Enterprise

Responsible for: Catering Supervisors, Social Enterprise Support Staff

Grade: 3

Main Duties of the Role

Deliver safe and attractive operations and compelling product offers.

- Ensure that The Bridge is ready for daily operations prior to trading and is closed to a high standard after trade.
- Ensure that appropriate products are stocked, and the levels are correct cover the trading peaks and troughs.
- Ensure the bar, the storerooms, and the kitchen are maintained to the highest levels of cleanliness and ensure they are compliant with EHO and internally agreed standards.
- Responsible for stock management including ordering, processing, and recording deliveries, stock taking, and merchandising.
- Operationally manage the maintenance service schedules of all equipment ensuring excellent product care and to provide customers with consistently high-quality products.
- Monitor the hospitality market to ensure best practice is delivered.

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Manage a team that delivers excellent service and standards

- Ensure that Health and Safety standards are met including safe working procedures, equipment checks, risk assessments, COSHH and HACCP reporting.
- Work with your line manager to review and improve Health and Safety procedures within the service and ensure they are met and implemented by all staff.
- Ensure safe and correct use and maintenance of utensils and equipment.
- Ensure hygiene, cleanliness, and tidiness within services.
- Responsible for the operations of the EPOS system, including setting products and reporting of faults.

Accountability for delivering the planned programme of trading activity

- Lead the staff working in The Bridge, ensuring that staff work as an effective team and are focused on key priorities
- Complete planning, recruitment, selection, and induction of new staff.
- Assess staffing requirements for activity and events, ensuring the right level of staffing provision.
- Prepare staff rotas, submit time sheets, and undertake relevant administration ensuring the service is staffed at the right time to the right levels.
- Ensure all products are merchandised to maximum effect, including ensuring staff are skilled in up-selling, product presentation and knowledge.
- Lead the customer service aspects of the operation and presentation of any products through to the point of sale and beyond.
- Work closely with suppliers to secure the required product range and support and ensure they deliver value for money.

Duties whilst on a Duty Manager Shift

- Operationally direct overall service and event provision, including monitoring standards, delivering service and event requirements, and leading the staff team.
- Have responsibility for staff working within Union buildings and venues, acting as a point of contact, resolving issues, and ensuring staff work as an effective team.
- Handle customer all customer, management and health and safety issues that arise, ensuring that they are resolved, reported, and escalated as appropriate.
- Ensure the buildings are kept safe and appropriately secured.

Contribute to the overall effectiveness of the Union by

- Developing and maintaining relationships with key internal and external stakeholders
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan

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- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is always provided, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Proven experience of supervisory management in running a team of staff; the ability to motivate others to deliver high quality work in a busy, fast-moving environment.	X	
Excellent communication and interpersonal skills.	X	
Excellent organisational, administrative and planning skills.	X	
To have a working knowledge of food and hygiene regulations and demonstrable awareness of HACCP procedures.	X	
Confidence with the use and understanding of a range of IT skills are essential both for personal working and to develop the Union's engagement with its members.	X	
To hold, or be able to achieve, SIA level 2 award in Door Supervision		X
To hold or be able to hold a personal licence		X
To hold, or be able to hold a full UK Driving license		X
To hold, or be able to achieve a First Aider at Work certificate	X	
To hold, or be able and willing to achieve a level 3 Food Hygiene certificate	X	
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & Safety	X	

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.