



Job Description:

This is a fantastic opportunity to join our Coffee and Clay team. We are an independently owned café & pottery painting studio all under one roof on the High Street in Skipton. Established now over 20 years ago.

Café & Pottery Studio – Manager / Weekend Team Leader

Contract: Part time, Permanent Position

Location: Skipton

Hours: Typically: Day shifts & Weekend (28 Hours per week min) –
Although your exact hours and needs can be adjusted and mutually agreed.
(A typical day would be 9.00am – 4.30pm).

Alongside the agreed hours, there will be a need at times to be flexible. There will be a need to work busy holiday periods. Flexibility also at times to swap or pickup shifts with others in their absence or your absence. Alongside, to cover other extra business needs when required.

Role Purpose

We have an exciting opportunity for an experienced team player to lead our business team in our busy café and pottery studio here in Skipton, North Yorkshire. As a Team Leader / Manager you will be responsible for helping to ensure we have an organised and smoothly run café and pottery studio daily.

We are looking for a great communicator, someone with a friendly, personal manner who enjoys interacting with people of all ages. Making sure our customers always enjoy and feel special in the Café & Pottery studio. Ultimately, helping increase profitability, boost customer engagement and loyalty and in turn, making the cafes into a favourite local spot.

Join our warm, friendly team where you'll feel part of the family from day one. If you're ready to embark on a fulfilling journey as a Team Leader / Manager, apply today.

This is an ideal role for someone with great leadership skills, perhaps a recently graduated university student wanting a career motivating and inspiring a team.

Main Duties & Responsibilities

- Responsibility of supervising and managing a small busy café team.
- Ensuring the smooth running of the café & pottery painting studio.
- Deal effectively with any customer issues, concerns, or complaints, reviewing feedback and performing improvements.
- Must have experience in making Barista style drinks, ensuring high-quality food and beverage offerings are consistently delivered.
- Ensure the staff maintain a clean and organised café environment.
- Ensuring all regulations, including food hygiene H.A.C.C.P and health and safety C.O.S.H.H are strictly observed.
- The monitoring of customer satisfaction with the Café and the taking of any necessary remedial actions so that customer expectations are always met or exceeded.
- The training, supervision, and monitoring of Café staff when required.
- Overseeing the smooth running of our pottery parties from time to time.
- Maintain stock control and reordering items if required.
- Covering management holidays.
- Ensuring wastage is kept to a minimum.
- Correctly marking items with date life and allergen information.
- Ensuring food orders are delivered promptly, correctly and with a smile.
- Booking in and overseeing the pottery studio and party bookings daily.
- Opening & closing responsibilities include cleaning down at the end of busy days.
- Occasionally creating social media posts and delivering to our social media channels.
- Ability to develop new innovative ideas for the improvement of the café and pottery studio.
- Overseeing the delivery of excellent customer service both in the café & the pottery studio.
- Responsible for the smooth operation of the glazing and kiln firing process once trained.
- Mucking in with the whole team to wash and load dishes into the dishwasher.
- Identify potential hazards, log and report illnesses and accidents.
- This is a busy hands-on role within our small team, you'll need to be reliable & committed.
- Responsible on occasions in helping to cover cooking and food prep duties in the kitchen in the absence of the main cook. (*Training provided*).
- Performing additional duties to the above as and when required by the business.

About You

- Passionate about delivering a high level of customer service.
- Enjoys multi-tasking in a busy fast changing hospitality environment.
- Reliable, friendly, cheerful, positive, and self-motivated.
- Someone with an artistic flare (not essential)
- Previous barista experience is preferential, although extra training can also be provided.
- Great communication skills with a bubbly personality.
- Organised, enthusiastic & positive person who enjoys working as part of a team.
- Be calm, patient, and polite whilst always going out of your way to help our customers.
- It is essential you are reliable with excellent attendance.
- A willingness to learn and develop new skills.
- Be a team player, working and building relationships with team members and willing to take on jobs to balance the team workload.
- Be professional at all times, with an ability to work under own initiative and work effectively without direct supervision.
- A commitment towards Coffee and Clay and its business success.

Salary

Salary will be dependent on experience. (The position would have an opportunity for advancement based on responsibilities and experience).

Benefits

- Tips shared out according to days worked.
- Uniform provided.
- Excellent rate of pay.
- Lunch provided.
- Friendly small team.
- Pottery Painting alongside a café.
- Based in Skipton (Gateway to the Yorkshire Dales)
- Independent - so no big company bureaucracy.
- Opportunity to join company pension.
- Flexible hours and work times.
- 25% discount on pottery painting

How to Apply

To apply, send us your CV and covering letter. Although preferable, please complete the attached application form below in ink and return in a sealed envelope to:

Coffee and Clay, 14 High Street, Skipton, North Yorkshire, BD23 1JZ

Alternatively Send your digital CV or scanned application form digitally via email to:
jobs@coffeandclay.co.uk