



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





COFFEE & CLAY

JOB APPLICATION FORM

Please complete this accurately, giving as many details as possible of your skills and experience relating to this job application. Shortlisting will be based on the information gathered from the form, read in conjunction with the job description.

Please ensure the finished form is printed out, signed, dated and returned in a sealed envelope to the address below as soon as possible.

Please complete the form in black ink and BLOCK CAPITALS.

I. APPLICANT'S DETAILS	
Title:	Surname:
First name:	
Home address:	
POST CODE:	
Telephone nos: please include full STD code	
Home:	
Work :	
Mobile (where possible):	
email address (where possible):	
Date of Birth:	
Is there anything concerning your medical history or state of health that is relevant to your application? (Circle yes or no only):	Yes No
Are there any restrictions regarding your employment? e.g do you require a Work Permit?	Yes*/No *If you answer Yes please supply details on a separate sheet of paper
How much notice do you need to give to your curret employer?	

2. EMPLOYMENT RECORD

Please start with your most recent employment. Briefly describe the main duties and responsibilities of your post. If you wish to expand on specific areas of responsibility, please do so in *Section 5: Experience /skills*.

1. Current/most recent employer/organisation		
Name:		
Address:		
Job Title:	From:	To:
Brief description of duties:		
Reason for leaving/changing:		
Wage (Per Hr):		

2. Employer/organisation		
Name:		
Address:		
Job Title:	From:	To:
Brief description of duties:		
Reason for leaving/changing:		
Wage (Per Hr):		

3. EDUCATION

Please tell us about your education and any qualifications which you feel are relevant to the post. Include relevant courses which you are currently undertaking. Please start with the most recent.

Name of school/college/ university/training body	Subject studied	Qualification/ Level	Date gained

4. TRAINING

Please list any training you have received or courses which did not lead to a qualification but which you feel are relevant to the advertised post.

Training Course	Date

5. EXPERIENCE / SKILLS

This section is for you to give specific information in support of your application. Please set the information out in the space provided. Use extra paper if required.

After reading the Job Advert carefully, consider to what extent you have gained the skills and experience necessary for the post.

6. DAYS AVAILABLE TO WORK

Please circle on which days you are available to work.

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

7. HOBBIES / COMMITMENTS

This section is for you to provide you with the opportunity to tell a little bit about you. **Please include in this section the main reason you are applying for the job.**

8. REFERENCES

Please give name, address, and position/occupation of two referees. Please make one your present or most recent employer. References will only be taken up for the successful candidate. Testimonials or references from friends and relatives are not acceptable.

1. Name:
Position:
Organisation:
Address:
Tel:
2. Name:
Position:
Organisation:
Address:
Tel:

9. NEXT OF KIN

Title:	Surname:	First name:

Telephone nos: please include full STD code

Home:

Work :

10. CRIMINAL CONVICTIONS

Do you have any criminal convictions? Yes No

If Yes please give details on a separate sheet, this should exclude any spent convictions under Section 4(2) of the Rehabilitation of Offenders Act 1974.

11. DECLARATION AND SIGNATURE

The information supplied in this application form is accurate to the best of my knowledge.

Signed Date.....

By signing and returning this application form you consent to COFFEE AND CLAY using and keeping information about you provided by you – or third parties such as referees – relating to your application.

Please print your completed form and return in a sealed envelope to:

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

Alternatively Send back digitally via email to: jobs@coffeeandclay.co.uk