

THE SPITALFIELDS CRYPT TRUST

Job Specifications

Job Title	Community Coffee Shop Supervisor
Responsible to	SCT x Paper and Cup Manager
Purpose	To serve customers and maintain high standards in SCT x Paper and Cup
Salary	£13.15 per hour
Additional benefits	BUPA Employee Assistance Programme BUPA Wellbeing plan Cycle to work scheme Season ticket loan 25 days annual leave (rising to 30 with length of service) plus bank holidays (pro rata on basis of 35 pw full time equivalent) Contributory Pension Scheme with employer contributions of 5% Training and development opportunities
Hours	Part-Time (2-3 days a week)
Location	Paper & Cup, 18 Calvert Avenue, London, E2 7JP

INTRODUCTION

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community support, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

We seek to recruit people with a good combination of **talent, skills and potential, promoting equality for all**, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT.

Role and responsibilities

- Greet Customers in a warm, friendly and welcoming manner
- Always maintain excellent customer relations with clear communication
- Brew excellent coffee and beverages including 'latte art'
- Prepare orders to customers specifications
- Maintain excellent level of hygiene in food preparation and service areas
- Ensure high level of personal hygiene and appearance (including the wearing of protective clothing at all times)

- Comply with Health and Safety regulations
- To follow the SCT x Paper and Cups policies and procedures
- Follow cash handling procedures, policies, use of the cash register and ability to 'cash up' at the end of your shift as and when required
- Perform cleaning tasks per the rota
- Report any machine faults to the manager
- Ensure all comments and complaints are raised to the Manager
- Carry out other duties as may reasonably required
- In consultation with the Shop Manager, sell donated stock and receive donations, storing appropriately for processing.
- Maintain stock levels of donated goods ensuring a quality retail offer in the shop
- To be willing to cover at other shops when, and if, necessary.

Person Specification

	Essential	Desirable
Skills and Knowledge	<ul style="list-style-type: none"> • Barista Trained • An understanding of food and beverage operations. • Knowledge of Health & Safety policies and procedures 	<ul style="list-style-type: none"> • Training in the food and beverage industry • Retail background • Interest in fashion and clothing
Experience	<ul style="list-style-type: none"> • Experience of working in café's / restaurants, retail or catering 	<ul style="list-style-type: none"> • Experience of working within a social enterprise • Understanding of working with people from troubled backgrounds • Experience of delivering excellent customer service in a café or similar environment • Commercial retail management experience • Experience of working with volunteers
Cultural Indicators	<p>Delivering Results</p> <ul style="list-style-type: none"> • Delivers great outcomes to our customers and trainees providing excellent customer service. <p>Role Model / Leading by Example</p> <ul style="list-style-type: none"> • Is an inspiring role model for others, building trust and living our Vision / Mission and principles and delivering our services accordingly. <p>Continual Improvements</p> <ul style="list-style-type: none"> • Consistently seeks to improve how we do things to achieve and Embraces change and innovation. <p>Effective Communication</p> <ul style="list-style-type: none"> • Communicates clearly, effectively and honestly. Listens to others 	

	<p>and adapts communication to suit them.</p> <p>One Team</p> <ul style="list-style-type: none">• Works with others as one team, actively collaborating to achieve a shared vision. Building relationships across SCT, sharing information and expertise.	
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