

# JOIN OUR TEAM!



**ARE YOU INSPIRED TO SUPPORT YOUNG PEOPLE IN  
OVERCOMING BARRIERS TO EMPLOYMENT?**

**DO YOU WANT TO WORK FOR AN ORGANISATION  
THAT PRIORITISES THE DEVELOPMENT AND  
WELLBEING OF STAFF?**

*feel  
good*

**REGENERATE**

# COFFEE HOUSE MANAGER

Feel Good is looking to recruit an experienced and highly motivated individual as a Coffee Shop Manager for this exciting social enterprise.

Feel Good have entered an exciting period of growth in size and impact as we have just opening our first brick and mortar coffee shop, and this role is to manage and supervise the shop, and it's employees on shift. This is an exciting opportunity for an ambitious person, passionate about using their skills in hospitality/business to enrich the lives of young people and young adults.

Feel Good (previously The Feel Good Bakery) is a social enterprise set up by Regenerate in 2014 as part of our Employment service. The coffee business trains, employs and mentors young people aged 16-25 who are not in education employment or training (NEET), have experienced disadvantage or are at risk of exploitation. Also for every coffee sold we provide a meal for a child in one of our partner services in Africa or Eastern Europe.

Reporting directly to the Feel Good General Manager, the role will be responsible for maintaining the coffee shop sales, ensuring that our standards are maintained to a high level and supervising and coaching the young people in their employment.





## OVERVIEW

**Contract type:**  
Permanent

**Reporting to:**  
TFGB General Manager

**Location:**  
254 Wimbledon Park Road, Southfields, SW19 6NL  
with occasional requirement to travel to other locations in Wandsworth

**Salary:**  
£28,000-32,000 per annum

**Hours:**  
Full time (37.5 hours)  
Will include weekend work

**Annual Leave:**  
33 days incl. public holidays, and extra days off over Christmas



# YOUR DAY TO DAY RESPONSIBILITIES

## Supervision of sites and team:

- Supervise and support a team of shift supervisors who will oversee operations during the manager's absence.
- Supervise a small team of young adults (Feel Good Team members) in the coffee shop to ensure good team morale and effective production.
- Liaise with TFGB Development Manager to feedback team updates and development as well as support the work on their key learning objectives.
- Support team member's work on key learning objectives
- Ensure that safeguarding policy is followed and all concerns reported.
- Calmly deal with any challenging team members, customers or situations that may arise.

## Daily Operations:

- Oversee the daily operations and procedures to ensure the coffee shop runs efficiently and is maintained to the highest standards.
- Manage procedures such as food hygiene (HACCP) and chemical safety (COSHH).
- Ensure the outlet's cleanliness and hygiene standards are met, recorded and kept in accordance with food safety standards.
- Supervise food/drink preparation and sales, maintaining the highest standards.
- Carry out stock checks and keep accurate records.
- Oversee product quality and carry out quality control checks to make sure standards are maintained.
- Stay up-to-date with industry trends and incorporate new products into the menu.
- Work with suppliers to ensure quality ingredients.
- Plan and execute local marketing strategies to attract customers
- Engage with local community through events, partnerships and social media.

## Daily Operations:

- Meet regularly with the TFGB General Manager and management team to ascertain and work towards personal development plans for the TFGB team.
- Attend strategic days away with the TFGB team and contribute to the development of the CIC as a whole

# YOUR DEVELOPMENT

At Regenerate, we understand the importance of providing progression, development opportunities and continued learning.

As part of this role you will have a significant opportunity to develop your skillset, with access to a staff learning and development budget as well as mentoring and coaching from other team members and external partners.

This is a brilliant opportunity to build your expertise. Regenerate is an ambitious charity with plans for continued growth over the coming years and with that comes opportunities to grow with the organisation and take on more responsibility.

## YOUR PERKS

**At Regenerate we realise the importance of supporting the wellbeing of our staff and volunteers.**

**We have a variety of perks alongside the job, including:**

- A budget equalling 5% of your salary towards **Learning, Development and Wellbeing**
- **Generous annual leave policy** (25 days) plus bank holidays and 3 extra leave days between Christmas and new year.
- **Recharge Hours**  
A few extra hours off per quarter are given for you to re-charge your battery
- **Health Cash Plan Package**  
which includes 24-hour health advice and counselling, contribution to health costs, grocery/high street/gym discounts
- **Wellbeing Wallet**  
£100 a year towards treats of your choice such as books, pampering kit or days out
- **Regular team days and socials**
- **Working for a recognised and respected name** in the local borough and charitable youth work sector, which acts as a springboard to future roles and connections

# IMPORTANT THINGS ABOUT YOU

## Experience

- At least 2 years experience managing or supervising a coffee shop or similar business
- Experience coordinating or supervising staff

## Abilities & Skills

- Excellent interpersonal and communication skills
- Excellent customer service skills
- Problem assesment and solving skills
- Attention to detail, accuracy, and the ability to be flexible
- Quick thinking, with the ability to work in stressful situations and stay calm under pressure
- Excellent organisation and task initiation
- Ability to self-motivate and motivate others
- Time management

## Knowledge of

- Computers and word-processing software
- The food/catering industry
- Food hygiene and safety standards
- Health and safety legislation and risk assessments

## Education / training

- Two GCSE's (or equivalent) at grade C or above

## Other

- Supportive of the aims of Regenerate and The Feel Good Bakery
- A clear DBS (Checks provided by us on recruitment)

## Also consider applying if you have any of the following (Desirable but not essential):

- Excellent coffee making skills
- Clean Driving license
- Knowledge of young people we work with, and the areas we are based in
- Youth work experience, or any work with young people
- Experience of liasing with suppliers and contracts
- Training and qualifications in the food industry



# YOUR APPLICATION

(Scan me to apply!)



We want to know the important things about you and why you think you would be the best person for the job.

**To apply, please complete an [online application form](#).**

For any enquiries feel free to contact [recruitment@regenerate-london.org](mailto:recruitment@regenerate-london.org)



Regenerate aims to be representative of the community we are working with.

We recognise that having the strongest workforce possible means hiring and developing the best people across all races, ethnicities, religions, age groups, sexual orientations, gender identities and abilities.

We're not just committed to being an equal opportunity employer, we actively celebrate diversity in all its forms.

Let us know if we can do anything to make the application or interview process more accessible. If you are invited to interview, we will at that point ask you for any accessibility requirements or preferences.

Regenerate is committed to adopting a safe recruitment process and follows the NSPCC procedures that have safeguarding at their heart. The appointment will undergo an enhanced DBS check, shortlisting, interviews and reference checking. Please let us know about the sensitivity of taking up references prior to an interview.

All applications will be taken seriously and contacted regarding the outcome of their application.



**WE LOOK FORWARD  
TO RECEIVING YOUR APPLICATION!**