



Job description for the position of Coffee Shop Manager

Title: Coffee Shop Manager

Reports to: Deputy Executive Director: Operations Management

Job Purpose

The Coffee shop manager will be responsible for managing and suggesting innovative ways of delivering value to our customers and results that contribute to NUCAFE mission and overall success of Omukago Coffee shop. The Manager will provide substantial leadership and supervision to a team of very ambitious staff at the coffee shop so as to accomplish performance objectives linked to improving business competitiveness, revenues, improving business effectiveness and efficiencies, or improving the value of the coffee shop's products and services to its customers and clients. The manager will manage change at the coffee shop in ensuring a highly motivated team of staff and customers at Omukago.

Key Result Areas, Duties and responsibilities

KRA.1 General Planning and strategy

- Develop and manage an annual operational plan and budget for Omukago Coffee shop
- Facilitate weekly planning and review meetings for Omukago
- Represent the Omukago Coffee shop team in management meetings.

KRA.2 Security

- Take responsibility for the safety and security of guests, associates, and assets at Omukago Coffee shop.
- Regularly schedule trainings for staff on customer care first aid administration
- Works with senior management to quickly identify safety hazards and address them immediately
- Responsible for the day to day opening and closing of Omukago coffee shop
- Work with the accorded security personnel in securing both staff's and client's vehicles and property at Omukago Coffee Shop

KRA.3 Management of Operations

- Create a robust order management and control system for the different coffee shop production units including the Barista and Kitchen section
- In charge of all necessary day to day procurements and business operations at the coffee shop.
- Ensure that the coffee shop meets all set forth nationally and internationally reorganized standards
- Inspects all necessary Coffee, Food & Beverage areas for adherence to the health and sanitation guidelines/requirements.
- Efficient cost control while ensuring minimal or zero wastage
- Monitor sales, stock rotations and wastage

KRA.4 Personnel Management

- Participate in the recruitment process of all Omukago staff
- In charge of carrying out periodic staff appraisals at Omukago
- Undertakes daily reconciliation of the different sections of the coffee shop and shares reports with management accordingly
- Chair weekly performance planning, reviews and evaluation meetings
- Identify competency gaps and work with the Human resource management unit in appropriately addressing them
- Design and administer weekly work shift schedules
- Resolve staff to staff, staff and client conflicts
- Facilitate implementation and management of NUCAFE's coffee shop blue print

KRA.5 Promotions and advertising

- Aggressively develop and propose modern styles of facilitating innovative promotion activities of the coffee shop
- Work with the IT officer on continuously marketing Omukago services

- Develop innovative ways of promoting and advertising the Omukago coffee shop
- Periodically schedule events at omukago coffee shop geared towards boosting the coffee shop increased traffic.
- Manage and improve communications relations with clients

KRA.6 Oversight of all Kitchen Operations

- Ensure that all kitchen staff are appropriately trained
- Regulate the accessibility of the kitchen
- Ensure the daily cleanliness of the Kitchen

KRA. 7 Periodic Reporting

- Prepare and reconcile daily sales and expenditure status reports
- Prepare monthly total sales reports
- Prepare and submit daily expenditure reports
- Undertake and provide periodical performance variance reports

KRA.8 Training and mentorship

- Fully participate in the skilling of assigned youth
- Act as a mentor to any of the assigned lower cader staff.

Core organizational Values

- Coffee shop management knowledge and skills
- Integrity
- Exceptional Time management
- Professionalism
- Entrepreneurial and Innovative

Functional Competences

- Demonstrates thorough recipe knowledge and awareness of food and beverage quality.
- An exceptional team builder
- Thorough Knowledge of Occupational Health & safety regulations
- Must possess strong leadership skills, Must be dependable, reliable and motivated
- Able to work ten hour-plus shifts, with extensive standing/walking.
- Proficient in Micros or other restaurant management software

- Ability to work varied shifts and days of the week
- Proven track record in maintaining strong cost controls, and quality standards

Education background and Experience

- A Bachelor's degree in Business Administration
- A Diploma in hotel and restaurant management
- A certificate in Occupational health and safety training
- A minimum of 4 years of experience in demonstrated business, hotel or cafe management

Supervisees: Omukago Chef, Senior Barista, Cashier, head waiters & waitresses and all janitors