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# COBBS FARM CO

THE BEST OF LOCAL & BEYOND

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## Café Assistant Manager - Full Time

### Cobbs Farm Co Ltd

#### The Group

We aim to inspire, provide and produce the best of local and beyond. We are passionate about our food, coffee and great customer service. Established in 2007, the group now operates 7 farm shops with a combined turnover of nearly £8m. Our shops offer easy access to; fresh local produce and the best staple and culinary delights. Our flagship stores have a restaurant / café and Cobbs Farm Shop has its own production kitchen, which provides freshly made produce for the rest of our sites. The group continues to grow both at its established shops and with new shop openings, centred in South East England within the next few years.

#### The Job

We're looking for a skilled assistant manager to join us at our café at Cobbs. You will be serving quality coffee and food to the best standards and with exceptional customer service. You will help assist in the day to day operations of the front of house and the kitchen. Your energy will drive the business forward and you must have a sound knowledge of food and drink.

Being an assistant manager is varied, demanding but enjoyable. Having a passion for good food and a solid background in hospitality will be key in being part of our management team at Cobbs. You will always be leading from the front and ensuring staff and customers are always happy.

Key responsibilities:

- Excellent communication both verbal and written
- Confidence in dealing with members of the public face to face and by telephone
- Desire to 'go the extra mile' in serving the customer
- Fast thinking and the ability to react to changes in customer volume during the day
- Excellent organisational skills and ability to prioritise tasks
- Approachable and friendly manner
- Motivating a team of staff to deliver expected service standards
- Customer service, food quality and consistency
- Staff management and development (i.e. training)
- Health and Safety and EHO Food Safety
- Keeping to budgets set

#### What sort of hours will I work?

The role of assistant manager is full time; up to 45 hours per week over 5 days. We typically run 8 hour shifts at Cobbs, but these shift patterns will sometimes have to increase during busier times like Christmas, Easter and bank holiday weekends. You will be expected to work weekends, but you will have one full weekend off a month. This can change when holiday cover is needed. Rotas will be given with a minimum of 2 weeks' notice.

#### What's the best bit about being an Assistant Manager...

This is a responsible, creative job where you can really flex your talents within a cafe environment and make a difference. As we are part of an ever growing and expanding independent retail group you will have the

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freedom to show off your skills and give the customers that WOW factor. You will also work with some amazing suppliers and get the opportunity to continuously build relationships to enhance the café offer.

## What skills do I need?

- Excellent communication both verbal and written
- Management and development skills
- Ability to work as part of a small team
- Desire to 'go the extra mile' in serving the customer with an approachable and friendly manner
- Fast thinking and the ability to react to changes in customer volume during the day
- Excellent organisational skills and ability to prioritise tasks

## What qualifications / experience do I need?

Useful, but not essential, qualifications/experience include:

- Health and Safety and food hygiene certificates
- Experience at a Senior Supervisor or manager is essential.

## Who would it suit?

You're someone who hits the ground running at every shift, who enjoys the fast pace of the industry and can consistently produce top quality service under pressure. You're a born leader who relishes taking responsibility for the running of the front of house and kitchen, but also knows when and how to delegate. You need to be approachable and a people person as you will work very closely with all departments and must be able to deal with stressful situations calmly and in a professional manner

## What we offer

- Outstanding development opportunities
- A generous discretionary quarterly bonus scheme (subject to certain targets being met in the business)
- 5.6 weeks holiday a year
- Pension scheme
- Discount on your shop purchases of 10% and food in the café of 50% (even when you're not working!)
- Dedicated and accredited training and development platform to encourage career growth through the company
- Company uniform- aprons and name badges
- Most importantly, you'll be joining Cobbs Farm Co, we have fun and look after each other