



Empowering people experiencing multiple barriers to achieve positive change.

Job Description

Title of post:	Coffee Shop Coordinator
Location:	Bradford Flourish Coffee Shop
Responsible to:	Team Leader
Salary Scale:	SCP 14 £27,756 per annum
Hours of Work:	37.5 hours per week (excluding a 30 min unpaid meal break) 8:30-4:30pm Monday -Friday

The post holder is expected to be flexible with regards to working hours to meet the requirements of the post. The post holder may be required to work occasional weekends/ evenings for events.

Role Profile and about Flourish

'Flourish Coffee Shop opened in February 2025 selling beverages, including barista coffee, a range of teas, soft drinks and a small food offer.

On the upper floors (2nd and 3rd) there is a member only area which offers recovery and aftercare groups and activities for any members of Flourish Recovery Aftercare. This role will interface between community and the recovery community, with an understanding of barriers facing individuals with lived experience.

The Flourish Coffee shop will be open to the public and members between 9:30am-3pm Monday to Friday. There will be a public and members pricing structure for the food and drink offer within the coffee shop.

The overarching strategic ambition for Flourish Coffee Shop is to develop a welcoming environment where both recovery and the wider community can come together and thrive. To realise this vision, the post holder will play a pivotal role in steering a comprehensive marketing and hospitality campaign, aimed at increasing footfall and supporting the achievement of our strategic objectives.

Central to this campaign will be the cultivation of strong relationships with community partners. The post holder will be responsible for building and maintaining these connections, thereby enhancing available resources and expanding the coffee shop's reach within the local area.

In the long term, as part of the continued development of Flourish Coffee Shop, there will be a focus on extending the current service offer to include sober nights and weekend events. These initiatives are designed to attract a broader audience, further integrating recovery-focused activities into the community setting.

The post holder will be an integral member of the team driving these developments, working closely with the leadership team at Bridge, the Team Leader, relevant staff, and members of Flourish. Together, the team will collaborate to ensure that the strategic ambitions of the coffee shop are realised, fostering an inclusive and supportive environment for all.

The post holder will be responsible for implementing and maintaining the highest standard of food hygiene, service offer, oversee stock sourcing, ordering, stock control and cash handling. This role will work with volunteers and members of Flourish, leading on all aspects of the day-day running of this small local coffee shop, creating a warm and inviting space to visit.

You will be interfacing with staff, volunteers, and the public and members of the recovery and aftercare community, as such this post would be ideally suited to someone with knowledge of the recovery community and be aligned to the strategic ambitions for the site.

Main Duties:

Food hygiene handling, safety, cleanliness, and service standards

- Take full oversight and control of implementing and maintaining food hygiene process and practices ensuring these are maintained, documented, and meet environment health requirements.
- Safe production and storage of food and beverages ensuring it meets the highest standards of hygiene and meets all regulatory requirements.
- Ensure strict access controls are in place for any aspect of the service/ food offer and that any individual supporting the food/ service offer are appropriately qualified and trained in food hygiene & handling, meet the expected service standards, including ensuring the correct uniform is worn.
- Working alongside Volunteer coordinator and Team Leader to create volunteer and member opportunities in the coffee shop, that will enhance their skills, knowledge, and lead to further employment opportunities in the catering and hospitality industry.
- To supervise volunteers and members in all aspects of service & food hygiene and handling and that standards are always maintained and addressing any concerns with the relevant line manager.

Environment

- Provide a clean, warm, and welcoming environment for everyone who uses the space, and that all supporters (volunteers, staff, and members) who are supporting offering any component part of the service offer present professionally and are wearing the uniform.
- Be creative in developing the coffee shop and how we can integrate recovery with the public, working with the BRIC coordinator and Team Leader to discuss and formally agree community bookings for tables as required and public facing events.
- Contribute to the safety of everyone using the site by monitoring the maintenance of health, safety, and security procedures in the working environment, and carrying out risk assessment procedures.

- Ensuring the overall cleanliness, cleaning routines and professional displays of the ground floor, which is the dedicated coffee shop space.

Financial management and record keeping:

- To achieve and maximise sales and profit targets as set by Bridge's management.
- Setting appropriate sales prices for all products.
- Ensure that all controllable costs are kept to a minimum whilst actively seeking new ways to improve the top line sales and profitability of the business.
- Record all sales and purchase transactions daily, using systems and procedures agreed with Bridge's Finance Director.
- Monitor income and expenditure on a regular basis, preparing reports for Bridge's Director as required.
- Ensure that all stock, goods, cash, and assets are well cared for and secure at all times.
- Adhere to money/banking procedures in line with Bridge's policies.

Person Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Food Hygiene level 2 	
Experience	<ul style="list-style-type: none"> • Minimum of 2 years experience working in catering or hospitality industry. • Relevant experience of cash/ till handling 	<ul style="list-style-type: none"> • Relevant experience of supporting others to develop through mentoring, coaching and/or supervision.
Knowledge and Skills	<ul style="list-style-type: none"> • Current and up-to-date knowledge of food hygiene practices. • Ability to implement and maintain food hygiene processes in line with environmental health. • Knowledge and understanding of stocktaking processes • Ability to support and develop volunteers • Ability to create and build positive relationships with community • A good understanding of Health and safety requirements 	<ul style="list-style-type: none"> • Knowledge and skills of how to use a Barista
Other attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills • Willingness to work flexibly. • Committed to own professional development. 	

Key Behaviours	<p>Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.</p>
	<p>Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.</p>
	<p>Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.</p>
	<p>Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).</p>
	<p>Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.</p>
	<p>Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.</p>
	<p>Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.</p>
	<p>Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.</p>