

# Shift Manager

Hackney

**Job Type: Part-time or Full-time**

**Reports to: General Manager/AGM**

**Contract: Permanent**

**Pay Rate: £16ph**

**Hours: 32-40 per week**

The Shift Manager ensures the smooth, efficient, and professional daily operation of the Front of House (FOH) during opening and/or closing hours. As a senior and experienced team member, you are responsible for leading FOH shifts with structure, communicating effectively across departments, supporting team productivity, and ensuring that customer service standards remain consistently high.

The role is designed to guarantee a responsible presence on-site during critical hours, while also supporting the Shop/FOH Manager through proactive communication, staff coordination, and task completion oversight.

## **How we work**

- *Positivity:* Maintain an optimistic outlook, inspire team members and create a positive work environment.
- *Energy:* Demonstrate high levels of enthusiasm and drive, motivate others through great leadership.
- *Resilience:* Adapt well to challenges, bounce back from setbacks, through constructive criticism and mutual support.

## **Key Responsibilities**

### **Shift Command & Operational Oversight**

You will take full executive ownership of FOH operations, focusing on performance, standards, and flow:

- **Leadership Execution:** Lead the team with clarity and presence on the floor, maintaining a structured, calm environment even under high pressure.
- **Administrative Duties:** Ensure all daily checklists (opening/closing) are completed thoroughly and logged on Alert65.
- **People:** Monitor timekeeping and set an example through punctuality. Delegate daily tasks efficiently and ensure all team members remain on-task.
- **Communication:** Proactively communicate any operational concerns, incidents, or staff updates to the FOH Manager. Act as the main point of contact between FOH, Kitchen, Pastry, and Bakery teams.

## Shift Management

You will execute all time-bound duties with precision to ensure shift continuity and readiness:

- **Morning Shift:** Audit and flag any incomplete closing tasks from the previous day. Oversee product quality and availability upon delivery. Verify functionality of all equipment (POS, coffee machines, Wi-Fi) and promptly communicate technical issues to the FOH Manager or Office. Ensure proper setup of all FOH areas and display menus/specials accurately.
- **Lunch Service:** Collect and confirm daily menu items from the kitchen. Accurately update menus on Lightspeed POS, ensuring correct tax and pricing settings. Coordinate and stagger FOH staff lunches to guarantee continuous floor coverage.
- **Afternoon/Closing Shift:** Execute accurate and complete closing procedures, including securing tills and charging card machines. Ensure weekly tasks are completed by baristas.

## Reporting & Communication

You will maintain a strict administrative command over shift documentation and inter-departmental alignment:

- **Shift Reporting:** Write and submit a rigorous Shift Report at the end of each shift, documenting: completed tasks, follow-up needs, staff performance/issues (lateness/absence), product quality/delivery issues, sales insights (sell-outs), customer feedback, and maintenance/tech faults.
- **Internal Communication:** Utilise Slack effectively to inform the Managers Channel of any critical information.

## Inventory & Supply Chain

You will ensure continuity of essential resources through rigorous ordering and stock control:

- **Ordering Execution:** Place urgent orders when necessary, especially in the FOH Manager's absence. Monitor the Shift Manager inbox for supplier confirmations.
- **Stocktake:** Conduct weekly/monthly stocktakes and notify the FOH Manager immediately about low or missing stock. Communicate clearly with other Shift Managers to eliminate duplicate orders.
- **Quality Assurance:** Ensure product quality upon all deliveries.

### **Event Coordination & Service Standards**

You will drive service excellence and manage key revenue-generating activities:

- **Event Coordination:** Coordinate all aspects of evening events, including setup, staff scheduling (alongside FOH Manager), stock, and menu alignment. Act as the main point of contact for clients during events.
- **Customer Service:** Model and enforce excellent customer service standards. Act as the final escalation point for customer complaints, ensuring a professional and satisfactory resolution (e.g., compensation/refunds).
- **Quality Assurance:** Monitor and maintain coffee quality and barista standards throughout the shift.

### **People Management & Team Support**

You will drive performance and culture through direct mentorship and decisive action:

- **Delegation & Mentorship:** Delegate tasks clearly and assertively, fostering a supportive and proactive team environment. Ensure training and support are provided to new staff.
- **Performance:** Monitor staff performance and rotate roles (till, runner, barista) to ensure efficient service and prevent fatigue.
- **Resource Optimization:** Identify overstaffing during quieter shifts and decisively send team members home when appropriate.
- **Performance:** Report any interpersonal or performance issues to the FOH/Shop Manager promptly and professionally.

### *Essential Requirements*

- *A minimum of 1-2 years of experience in a supervisory role, ideally working with a team of 10+ staff members on a shift.*
- *Excellent communication skills*
- *Attention to detail*

### *Employee Benefits*

- *Staff lunch, coffee and tea every day*
- *30% discounts at all of our locations*

- *Cycle to Work scheme*
- *Plus many more staff perks and discounts with local partners!*