Job description:
Manager and Barista - The Potting Shed Café

Job details

School: Heritage House School

Salary / grade: Range 4-5

Hours: 8.30am – 2.30pm

Contract type: Permanent

Responsible to: Hospitality Lead Coach

Main purpose

To manage the smooth operation of The Potting Shed café working alongside the hospitality lead coach. To oversee the daily operations. To be responsible for preparing high quality beverages, providing outstanding customer service and maintaining a clean and welcoming workspace. To extend a range of products to sell under The Potting Shed Café logo.

- To support in creating a learning environment for learners and a welcome to the general public
- To promote the inclusion of all learners, ensuring they have equal opportunities to learn and develop particularly helping to overcome barriers to learning including physical, emotional and behavioural difficulties.
- To be responsible for promoting and safeguarding the welfare of children and young people within the school.

Key Responsibilities & Learning Outcomes

- To work in conjunction with the hospitality lead coach to further develop the café experience in The Potting Shed café
- To liaise with the hospitality lead coach to plan menus
- To develop personal skills in coaching learners within the hospitality sector
- To support learners to develop personal ambitions, skills, confidence and employability potential, within the hospitality sector
- To prepare and serve a variety of hot and cold beverages, including coffee, tea and specialty drinks and cakes.
- Operate coffee equipment such as, espresso machines, grinders and brewers
- To prepare and serve customer food orders
- To track and manage stock levels, place orders, and conduct regular audits to minimise waste
- Deliver excellent customer service by greeting customers, taking orders, and handling payments
- Maintain cleanliness and organization of the café, including workstations and seating areas
- Follow health and safety guidelines at all times
- Restock supplies and monitor inventory levels
- To understand procedures for effective financial control
- To carry out End of Day sales reconciliations
- Carry out end-of-day till cashing up procedures accurately and efficiently.

- Counting cash takings and maintaining accurate daily cash sheets, investigating any discrepancies
- Handle customer inquiries and resolve complaints professionally
- Work collaboratively with team members to ensure smooth daily operations
- To build strong links with the local community
- School Policies**:** Adhere to school policies on health, safety, safeguarding, and equal opportunities.

Key Skills & Qualifications

- Previous experience as a Barista or in customer service
- Strong communication and interpersonal skills

Further Duties

- To undertake other duties which may arise from time to time. These to be agreed with the Assistant Headteacher/line manager

Please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the postholder will carry out.

CONFIDENTIALITY AND DATA PROTECTION

- The post holder has a legal responsibility for all records s/he gathers or uses as part of his/her work. The post holder has a common law duty and statutory duty of confidentiality to protect any identifiable personal information. Guidelines must be closely followed and information must not be disclosed or copied to others unless in pursuance of legitimate duties and in line with the policies of Heritage House School.

HEALTH AND SAFETY

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection and report all concerns to the Headteacher (or delegated member of staff)

DISCLOSURE AND BARRING SERVICE

- This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of Buckinghamshire County Council's pre-employment checks. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

WORKING ENVIRONMENT

- The work of the Barista is school-based but may require attendance at meetings and training in different locations

ACCOUNTABILITY

- Directly accountable to the Deputy Head Teacher and Hospitality Lead Coach

Notes

- This job description may be amended at any time in consultation with the postholder.

Last review date: October 2026

Next review date: October 2027

Headteacher / line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____

PERSON SPECIFICATION

Café Manager and Barista

Qualifications and Experience	Essential	Desirable
Previous experience as a Barista or in a customer service role	✓	
Experience of managing a team	✓	
Good numeracy and literacy skills.	✓	
Experience of working with relevant age groups within a learning environment		✓
Knowledge, Skills and Abilities		
Ability to work well as part of a team	✓	
An ability to understand the principles of child development and learning processes and in particular barriers to learning.		✓
Ability to observe, monitor and provide constructive feedback on learners progress		✓
Ability to stay calm and be patient and understanding when dealing with children	✓	
Strong communication and interpersonal skills	✓	
Ability to work efficiently in a fast-paced environment	✓	
Knowledge of coffee brewing techniques and latte art		✓
Experience with point of sales (POS) systems	✓	
Experience of financial procedures, counting cash, reconciliations,	✓	
Food hygiene or safety certification		✓