



Job Description – Cafe Manager

Our Café Managers are at the very heart of the cafes within our Bookshops. They lead a team of baristas and should be passionate about offering exceptional customer service. They have great coffee knowledge, can demonstrate a flair for commercialism, and understand the importance of providing a welcoming ambience for our customers to relax in our cafés.

Job Purpose

As a Café Manager you not only deliver the following yourself and lead by example, but you are also great at training and supporting your team to do this too. You set clear standards and enable and encourage your team to be innovative and challenging.

Deliver Great Customer Service

You lead your team to always prioritise customers above everything else and role model a professional and high standard of service. You understand the impact of delivering great customer service and how it relates to the success of your cafe and the wider business, and you ensure that all baristas in your team are committed to doing this.

Ensure the café maintains high standards.

You influence your team to deliver excellent cafe standards which entice our customers to make a purchase whilst ensuring we are compliant and safe. You manage the merchandising and ambience within your café to create a welcoming environment in which customers can enjoy a relaxing break.

Deliver the Commercial Offer

You and your team demonstrate commercial business sense in every decision and action, ensuring that individual and cafe goals are driving long-term profitability.

Show a level of Commitment.

You drive your own personal and career development, inspiring a passion for learning and being able to give and receive feedback. You promote a willingness to learn and share knowledge with others.

Be flexible and show your initiative.

You focus on goals and objectives, showing the determination to make things happen, even when under pressure. You manage time, priorities, commitment, and motivation. You are committed to delivering results and taking actions to overcome obstacles and seek solutions. You show resilience when things don't go well as expected. You develop an understanding of the non-hierarchical way we work as a business and how the Support Roles structure impacts your decisions and actions.

Love coffee and want to learn about the industry.

You have a desire and passion to share our products with customers and colleagues. You understand all relevant aspects of your cafe as well as the wider business and hospitality industry.

Be part of the team.

You inspire and drive performance through coaching and leadership. You demonstrate integrity and personal credibility and the right behaviours, skills, and knowledge to fit the culture of Waterstones. You encourage others to maximise their own potential.

What is Waterstones looking for?

We will need you to be able to demonstrate the following:

- A real passion for coffee and books
- Outstanding customer service skills
- Some experience of leading a team
- Willingness and ability to work as part of a team
- Excellent communication skills
- Good command of English (speaking, reading, writing)

What's in it for me?

If you do have a passion for coffee and books then you will love this:

- The opportunity to have a rewarding career with Waterstones
- 50% staff discount both in the shop and online for books you buy
- Discounts on other items we sell such as gifts, cards, and anything in the cafe
- Access to the Waterstones plus card giving you early insight into the great new books before they are published.
- The opportunity to read our Books of the Month and help share our enthusiasm for these great titles
- 28 days holiday (including public holidays)

How do I apply?

All our vacancies are advertised either instore or online, just visit www.Waterstones.com/careers

You will need to ensure you have a current cv demonstrating your team-leading experience, explaining why you want to work at Waterstones and the hours you are available.

What will Waterstones do with my data?

For details of our privacy policy please follow this link here