



**Redemption Roasters are on a mission to reduce reoffending rates through coffee.**

We believe exceptional coffee can come from people and places you wouldn't expect; at our roastery in HMP The Mount, we train offenders in coffee industry skills with the aim of reducing reoffending in the UK. Upon release, we help our graduates find work in our own coffee shops, or within our network.

As a social enterprise, we think differently to other specialty coffee companies; we strive for profit in order to achieve our purpose. Every member of the Redemption Roasters team has a role to play in achieving that purpose; *to challenge perceptions and change lives through Speciality coffee.*

**We are looking for Coffee Shop Managers to lead our brilliant teams.**

This role is an excellent opportunity if you love working within a team and are looking to further your career in hospitality; you will learn and develop as we grow and get better each day. We believe our team is at the heart of everything we do, which is why we take training and management very seriously. We are looking for like-minded professionals to join us as we open our new Redemption shops. You can learn more about us on Instagram @redemptionroasters and via our website at <https://www.redemptionroasters.com/>

**The ideal candidate will be:**

- Personable, outgoing, with a warm personality and great attitude
- A coffee professional through and through
- Proactive with a strong work ethic and willingness to get stuck in
- Enthusiastic about our social responsibility ethos
- Keen to develop your own skills as a leader and as a coffee professional
- People-focused and care about creating a positive environment for your customers & your team

**Your duties will include:**

- Making sure your team are serving absolutely superb coffee - espresso, filter and pour-over, every time
- Leading your team to deliver amazing experiences for your customers and your team



- Constantly inspiring your team to go the extra mile for our guests, keeping expectations & standards high
- Coaching & developing your team to be the best they can be. You are passionate about growing individuals within your team and helping them in their individual career journeys.
- Confidently running shifts and working closely with your team to go the extra mile for our customers
- Ensuring the day-to-day basic practices of your cafe are maintained at all times including coffee quality, food quality, customer experience, health & safety and food hygiene & allergen practices
- Effectively dealing with customer feedback, using this as an opportunity to improve performance and operational best practice

**Working at Redemption is more than just the job. You'll also receive:**

- Industry-leading management training and support coaching to support your own personal development as you grow yourself within your role
- Speciality coffee training program, attending cuppings and Roastery visits
- A role with purpose - you will impact people's lives through our social mission of helping ex-offenders back into work and learning skills
- Opportunities to grow yourself and career progression
- Passionate working environment and culture
- Regular staff socials
- Competitive wages & benefits
- Food allowance
- Staff discounts on food and free coffee across London
- 28 days holiday per year

This is a full time role (approximately 45 hours per week) and requires the right to work in the UK.

**Please apply for this role via our application form:**

<https://form.jotform.com/203513136942349>



**Equality and diversity.**

Redemption Roasters is an international and multicultural business with customers, suppliers, and employees from across the globe. Fostering diversity in the workplace is both right and good for business. Gender, belief, ethnicity, origins, disability, sexual orientation, marital status, age or history of incarceration doesn't matter. If you perform, you'll fit in, whoever you are. We welcome applications from people with backgrounds traditionally underrepresented in the speciality coffee industry.

*It is our company policy that all members of staff must be vaccinated against COVID-19 unless they have medical grounds not to be. Proof of vaccination will be requested.*