

Role Summary

Your role is to lead the Bobby's Ice Cream Parlour team in an exciting new food and beverage venture at the iconic Bobby's building in Bournemouth town centre. Fundamentally, your role is to drive sales and profit through effective leadership of your General Assistants to provide exceptional customer service whilst maintaining excellent product quality, displays and hygiene standards. The effective operation of the business will be your priority whilst also leading from the front in a customer facing role. You will also demonstrate and embody the values and vision of Bobby's of Bournemouth.

Bobby's

Bobby's is the affectionate local name for the Bobby & Co Department store established in 1915. The iconic and historic building that occupies a prominent location in Bournemouth town centre is undergoing a project of rejuvenation under the nostalgic name of Bobby's. The vision is to create a new experiential shopping destination lead by beauty, health, food and beverage, and wellbeing focused businesses. This is the future of bricks and mortar retail, and Bobby's Ice Cream Parlour will be one of the first elements to open in Summer 2021.

What You Can Expect

You will work closely with the business owner and Bobby's General Management to run the day-to-day of the Ice Cream Parlour. Quality leadership of the Ice Cream Parlour team will be essential to achieve excellent customer service standards. You will role model the service expectation and provide coaching and training to the team to ensure they adhere to the same high standards. Understanding the operation of the business will be essential as you will create staff schedules, allocate the daily resource, analyse sales and stock levels, and support the business owner with ordering and replenishment. Another focus of yours will be maintaining the highest level of health and hygiene standards with cleanliness playing an important part of your daily duties to adhere to food safety policies through handling all product and equipment in a safe manner for customers and colleagues. You will be a perfectionist when displaying and serving the products and monitor your team's ability to replicate this. You will work flexibly alongside the Bobby's Ice Cream Parlour team to support on key trading hours and events e.g. Summer holidays/evenings/weekends/bank holidays.

You Will Have

- Experience of operating a food and beverage business is preferred but not essential – training will be provided
- Leadership experience from a customer facing environment
- Comfortable analysing business data to monitor sales and drive stock ordering decisions
- Can demonstrate success in building effective relationships with your team that drives results
- Embraces change, takes initiative and solve problems in a timely manner
- Takes accountability for the effective daily operation of the business
- Highly organised and can communicate effectively with the business owner and General Management team.
- Being a Bobby's brand ambassador who values honesty, integrity, and a desire to maintain a positive working environment

Business Format

- **Salary:** Competitive hourly rate
- **Contract Type:** Permanent
- **Shift Patterns:** Flexible, please provide your flexibility with your application
- **Hours:** Full time – 35 hours per week, please provide your availability with your application