

Bom Bom Site Manager

"One Million Cookies"

It's an audacious goal, but one that drives us forward towards our Bom Bom Vision of having, "Everyone's day brightened by Bom Bom". We are more than just a café, but a community, where everyone is welcome and treated as friends. As Site Manager, you will be the embodiment of our vision and live out our core values to inspire your team:

- <u>We care</u>...about our customers by treating them with unexpected kindness and providing them with a place to belong.
- <u>We care</u>...about our people by elevating their expertise in a safe and inclusive environment, where they are treated with integrity and feel valued as part of a productive team.
- <u>We care</u>...about serving delicious products that put smiles on people's faces time and time again."
- We care...about creating memories
- Quite simply, We care.

Role and responsibilities

- Passionate advocate and promoter of The Bom Bom Vision and Values
- Delivering the best customer service in Loughborough
- Excelling in every area of food and drink preparation as a valuable member of the Front of House team
- Driving your team to contribute to annual business goals through their own personal goal achievement using our 1-to-1 process
- Profit & Loss accountability for site operations (e.g. sales, staffing costs, cost of sales, site overheads)
- Recruitment of any new staff required using the Bom Bom Recruitment Process
- Equipping site staff for their role through the Bom Bom Training Process
- Completion of regular opening, closing, cleaning and stock ordering and management tasks to optimise operational efficiency and maintain the highest food hygiene standards
- Ongoing management of staff rotas and resolution of any issues
- Management of site maintenance and general problem solving
- Supporting senior management reviews

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The package:

- Typically five working days a week, typically 35 front of house shift hours per week. Typically 40-45 hours total expected to support other responsibilities. We are committed to staff in any role having two days off per week on a regular basis.
- 28 days holiday each calendar year. This currently includes a closure period of two weeks over Christmas and New Year (which is deducted from the allowance). Bank holidays do not affect our opening days/times.
- Starting salary of £27,000 per annum.
- All employees benefit from our Wellbeing Package to ensure your experience of working at Bom Bom is supported in different areas of life. This includes:
 - Automatic enrolment into our Health Assured app which provides 6 hours of free counselling to each member of staff every year whenever it is needed.
 - o We provide free sanitary products for female staff whilst on shift.
 - o A free drink to all staff every shift.
 - o A further 35% discount on Bom Bom food and drink whilst on shift thereafter.
- This role will be primarily located at a single site, although there may be occasions where shifts at other sites are required. The location of this role is to be confirmed. We cover travel expenses for any inter-site transport performed as part of work.