



**HARD LINES<sup>®</sup>**

**Talent** | Part-time Barista

# Welcome

---

**Hello!**  
**We're really happy you've found us.**

Within these pages, you should find everything you need to know about Hard Lines and the role of Barista.

If you would like to arrange a chat to find out more about the company before applying, please contact Olivia Harris at [\*\*people@hard-lines.co.uk\*\*](mailto:people@hard-lines.co.uk)

We're looking forward to hearing from you!

---

1.

**About us**

---

2.

**Our work**

---

3.

**The role**

---

4.

**Responsibility**

---

5.

**Salary & benefit**

---

6.

**How to apply**

# About us



## Our Mission

**Good Coffee  
Made Easy!**

Hard Lines is a fun, energetic and creative coffee brand. We challenge ourselves to do things differently and shake things up. Our goal is to build long lasting relationships with producers and communities locally & around the world.

# About us

## Our Values

# Coffee, People and Creativity

These are our values. They guide the way we work, look after our staff, our decision-making and our outlook. All our sites are safe and inclusive spaces. We value equity and fair treatment for all our staff, customers and clients.

We're looking for someone to join our team who is motivated by these values, just like we are.



From pop up to permanent.



**22000+**

flat whites sold a year from  
our Cafe in Cardiff

**1000+**

monthly customers to our  
coffee subscription programme

**£2000+**

raised for the local foodbank  
and mental health charities

# Our work

---

## Who we are

We are a specialty coffee business, based in Cardiff. Hard Lines started as a coffee pop-up way back in 2016 and is now one of the most exciting specialty coffee brands in the UK. We run a popular cafe restaurant in one of the city's most bustling neighbourhoods serving up some of the best coffee and burritos around.

Inspired by American diner culture and aesthetics, the Canton cafe brings together everything we are passionate about - coffee, design, community and food. You can also find us slinging shots from our second coffee bar spot in Cardiff's historic Indoor Market. Our Roastery was set up in 2018 to meet the growing demand for our coffee across the UK.

We're fortunate enough to work with some amazing cafes, restaurants and independents around the UK to help showcase and serve the best coffee around.





**From Cardiff to the world.**

**37+**

**Coffee releases across  
13 different countries**

**60+ tonnes**

**of coffee roasted a year on  
our Loring S15 Roaster**

**120+**

**Happy wholesale customers  
received our coffee**

# Our work



## Community & collaboration

We nurture long-lasting partnerships with coffee producers around the world as part of our commitment to increasing parity and justice in the supply chain from producer to consumer.

Our brand collaborations of late have included musician Gruff Rhys, Hoka, Rapha and local young people's football team The Canton Crocodiles.

We've been fortunate enough to be featured in The Guardian and Financial Times as well as many more.

An amazing 24-strong team makes all of this happen (almost) every day of the year. We know that if you have a brilliant product and a great team, you can do anything. Getting to this point has been hard work but so rewarding, and would be impossible without a great team behind us.

We'd love you to be part of the next chapter.



A photograph of a barista's workstation in a cafe. In the foreground, a white ceramic mug with the text "HARD LINES COFFEE ROASTERS" and "WE BURN ONLY THE BEST" is on a light-colored countertop. The background features a wooden-paneled wall and a large window looking out onto a street. A sign above the window reads "ST CANNON ROAD EAST CARDIFF, CF 5 1GX WALES UK". Other signs visible through the window include "GOOD NEWS" and "HARD LINES".

# Barista Part-time

# The role

## Overview

We are looking for an energetic individual who is detail-oriented and has an interest in people, giving great customer service with a big appetite for coffee and food!

You will be joining an existing team of talented baristas FOH staff at our popular Canton spot. Great communication skills are a key part of doing this job well, from taking orders, to dialling in coffee and to figuring out what exactly a customer means when they ask you for a 'rizzy banger'!

Hard Lines is a **Real Living Wage employer.**



# Responsibility

---

## **The main responsibilities for the role of Barista (part-time) are:**

- Interest in coffee
- Ensuring all coffee serviced on site is prepared to company standard
- Following instructions and sharing information from your Head of Department to the rest of the team and / or customers where appropriate
- Understanding, creating and serving drinks to the highest standards
- Working confidently with coffee machinery, reporting any equipment faults or safety issues
- Taking customer food and drinks orders accurately, being diligent when recording dietary requirements, allergies and intolerances
- Exceptional customer service
- Ability to work as part of a team and independently - working well with the Barista, FOH and Kitchen teams
- Working to health and safety regulations including labelling food and drinks ingredients accurately and in line with EHO regulations
- Ensuring all customer and working areas are sanitised and kept clean and tidy at all times to ensure smooth work flow
- Stocking and maintaining shelves in retail areas

# About you

---

## **In order to apply, you must be able to demonstrate the following:**

- Experience working in a busy service environment
- A high standard of communication & strong interpersonal skills
- Able to work well as a part of the team
- An interest in and an engagement with the coffee industry and/or hospitality industry
- A commitment to providing great customer service

## **The following are desirable but not essential for this role:**

- 1(+) year barista experience
- Barista qualifications (e.g. SCA)
- Full or conversational Welsh language

# Salary & benefit

---

## Salary

- £12.00 per hour

## Type of contract

- Part-time (16 hours per week)
- Must be able to work Saturday and Sunday

## Base

This role is based at the Hard Lines Cafe in Canton, Cardiff.  
It is serviced by bus and train networks

## Holiday Allocation

- 5.6 weeks per year, including bank holidays
- One additional day of leave for your birthday
- Regular accruals based on length of service

## Pension

- Employer and Employee pension with a combined contribution of 8%

## Training and Professional Development

- SCA accreditation
- Hard Lines is committed to supporting all our staff with their ongoing training needs and broadening their skills base and potential
- Some compulsory training will be required depending on professional experience to date and role

## We also offer...

- Flexible rota
- Opportunities to travel for work
- Cycle to work scheme
- Free coffee at work
- Free bag each month and for each new release
- Discounts on food, drink and retail

# How to apply

---

## How to apply

To apply for this role, please send a list of your relevant experiences in a CV or format you feel most comfortable, alongside 2 reference contacts to **people@hard-lines.co.uk** with the subject line: **PT Barista**

The deadline for all applications is **Monday 6th May, 5pm**. Early application is encouraged as we may close applications early if suitable candidates are identified.

References will only be collected once a job offer has been made.

If you'd like to have a chat about the role, please contact Co-Director Sophie Smith at **sophie@hard-lines.co.uk**

A man with a mustache, wearing a dark baseball cap and a dark long-sleeved shirt with a logo, is leaning over a large wooden tray filled with coffee beans. He is holding a small amount of beans in his hand, looking down at them intently. The background shows a wooden structure, possibly a drying rack or a storage area for coffee beans, with a grid-like pattern on the ceiling.

“Hard Lines stands proud in its mission to deliver tasty coffee we love to drink.

Our aim is to dispel the myth that coffee can confuse and intimidate, and make sure everyone can enjoy and brew top quality coffee whenever and wherever”

Matt Jones, Co-Director

# Thank you!

Website

[www.hard-lines.co.uk](http://www.hard-lines.co.uk)

Instagram

[@hardlinescoffee](https://www.instagram.com/hardlinescoffee)

Email

[people@hard-lines.co.uk](mailto:people@hard-lines.co.uk)