

## **Coffee Trainer and Flour Pot Estate Coffee Operations**

As the Coffee Trainer and Flour Pot Estate Coffee Operations, you will play a crucial role in shaping and elevating the coffee culture at The Milk Shed and across the multi-site Flour Pot estate. This position requires a deep understanding of coffee, a passion for education, and the ability to inspire and train our Flour Pot baristas and wholesale customers to consistently deliver top-notch coffee. The ideal candidate will have a comprehensive knowledge of coffee roasting and dispatch, coffee brewing techniques, equipment, and a commitment to maintaining the highest standards of quality and customer satisfaction.

Your main areas of focus will be:

### **Coffee training and Flour Pot store relations**

#### Training and Development

- Design and implement comprehensive training programs for new and existing baristas. For both the Flour Pot estate and wholesale customers.
- Conduct hands-on training sessions covering set up and breakdown of the machine and grinder. espresso extraction, milk frothing, brewing methods, and customer service.
- Stay updated on industry trends and incorporate new techniques into training modules.
- Conduct research in own time into new studies and best-practices in espresso & filter making, as well as general coffee theory.

#### Quality Control within the Flour Pot stores

- Establish and enforce quality control measures to ensure consistency in coffee preparation. Organising monthly visits to each Flour Pot site.
- Conduct regular evaluations of baristas' performance and provide constructive feedback – through the means of store visits, consistent and regularly delivered feedback, and follow up sessions

#### Equipment Maintenance

- Oversee the maintenance and calibration of coffee brewing equipment within the Flour Pot sites – attending to any faults that sit within your capabilities – following up with the Operations Management team for anything more in depth that requires external help
- Coordinate with our external suppliers to address any equipment issues promptly

### **Roastery Production**

#### Coffee Roasting

- Execute the roasting process, monitor roasting profiles, and make adjustments as necessary to achieve optimal flavour profiles. Following process and guidance set by the Head of Coffee

### Equipment Operation

- Operate and maintain coffee roasting equipment, ensuring that it is in proper working condition. Perform routine maintenance and cleaning.

### Quality Control

- Conduct regular quality checks on roasted coffee beans to ensure consistency and adherence to quality standards. Identify and address any deviations from the desired flavour profiles.

### Record Keeping

- Maintain accurate records of roasting batches, including roast profiles, temperatures, and any adjustments made during the process. In-depth knowledge of Cropster roasting software.

### Safety and Compliance

- Adhere to safety protocols and industry regulations related to coffee roasting. Ensure a clean and organised workspace

### Dispatch

- Managing deliveries - receiving and shipping through postal and our in-house Flour Pot delivery drivers.
- Packing online orders and subscriptions, fulfilling using Royal Mail and DPD online postage system.
- Assisting with the customer email inbox. Responding to queries and creating new orders.
- Packing Flour Pot and wholesale orders.

### Espresso bar

- Assisting with the management of the espresso bar - including set up and break down of the shop.

### **Experience and qualifications required:**

- Proven experience as a Head Barista or Coffee trainer in a high-volume environment
- In-depth knowledge of coffee varieties, brewing techniques, and industry best practices
- Familiarity with various coffee roasting equipment and machinery
- Strong attention to detail and quality control
- Ability to work in a fast-paced environment and meet production deadlines
- Excellent communication and collaboration skills
- Excellent digital communication skills, including Google Workspace, Google Calendar, Microsoft Teams
- Understanding of safety protocols and compliance with industry regulations
- Capable manual handling skills
- Barista or coffee-related certifications are a plus
- Excellent organizational and time-management abilities



**THE MILK SHED**  
COFFEE ROASTERS