

# TALENT DECK

Workshop & Field Technician - Bristol



ORIGIN

# WELCOME

**ORIGIN**

We're pleased you have found us.

Origin is bound by one central ethos; to source exceptional coffee through a sustainable, triple bottom line approach.

Ultimately, it's about respect – for the people, the process, the coffee, and the brewing. We simply focus on making the coffee the best it can be.

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# ABOUT US

ORIGIN

Bumpy jeep rides through the mist to early morning brews. You can trace the journey in every cup.

Our story began over 15 years ago, when speciality coffee was a fledgling concept in the UK. Owner, Tom has always been involved in the industry, working for his father's coffee business growing up. It was then during a trip to Australia in the early 2000s where he experienced their progressive coffee culture first-hand that the idea for Origin was born.

Now, with an 80 plus strong team of coffee professionals, a world-class coffee program, 7 coffee shops and an ever-evolving product range, we sit proudly as one of the UK's longest standing speciality coffee roasters.



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# CERTIFIED B CORP

ORIGIN

BUSINESS AS A FORCE FOR GOOD.

Measuring and holding accountable, our entire social and environmental impact.

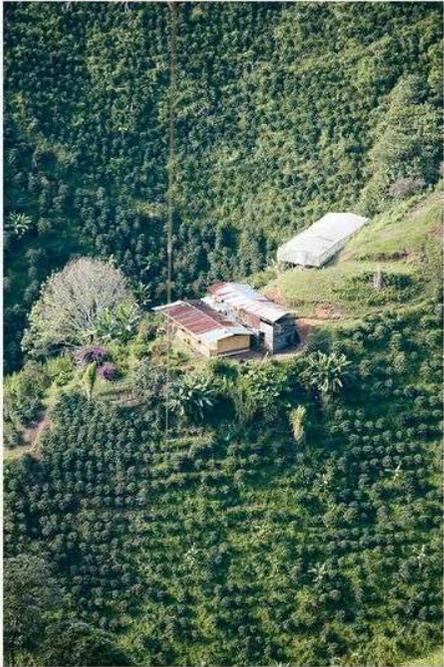
This is the gold standard of sustainability from the only certification that measures a company's entire social and environmental performance. The B Impact Assessment evaluates how a company's operations and business model impact their workers, community, environment, and customers. It interrogates everything from supply chains and input materials to charitable giving and employee benefits.



Costa Rica



Nicaragua



Ecuador

# OUR WORK

ORIGIN

We've been fortunate enough to have travelled the world each year in pursuit of excellent coffee,

following the speciality industry's guiding principles of Direct Trade. And, each year, as we grow, we travel farther and wider, finding ourselves in the enviable position of being able to look beyond the expected. Our long-standing relationships remain the backbone of what we offer, but new explorations punctuate this and offer our customers a taste of the future.

We desire to empower and enthuse people at every stage of the coffee journey. Whether it's an impromptu over-the-counter conversation in one of our shops or a Speciality Coffee Association (SCA) accredited course in one of our professional training labs.



# DEPARTMENTS

**ORIGIN**

Brand & Marketing



Customer Service



Education & Training



Finance, Operations & People



Production & Warehouse



Retail



Technical



Wholesale



# ACCOLADES

ORIGIN



Recognising knowledge  
and skill...

and rewarding consideration and creativity. We're privileged to have supported some of the world's leading coffee professionals, who've won the following national and worldwide industry competitions whilst they were working at Origin.



The Roastery Team

# THE ROLE



As the Workshop Technician, you will work out of our technical service room in Bristol. Your primary responsibilities will be to carry out maintenance duties on coffee machines such as La Marzocco, within the workshop and be on-call as a field technician when required.

You will be responsible for receipting goods in and out, completing the necessary paperwork to ensure workflow is well managed, dismantling the machines ready for repair; troubleshooting, carrying out preventative maintenance, replacing parts, and lastly ensuring the machines are ready for dispatch and installation by the field engineers. Part of the repair process will involve cleaning parts to ensure the machine is working and ready to be reinstalled.

There is a constant flow of work and a rhythm of knowing how to triage the to-do list; realising what is urgent and what can wait. You will oversee all stock levels within the workshop, including all parts required by the workshop or to ensure a field engineer can carry out their work.

This is a developmental role with three/four workshop-based days and the rest in the field. The field-based role will be on a reactive basis and you will be required to visit one of our customers. When in the field, you will be reinstalling the equipment you have serviced in the workshop. As the primary technician, our new Bristol workshop will be your domain to keep the space clean and organised.

Our Technical headquarters are in Leyton, London, where you will initially spend time with our Workshop Coordinator to establish our ways of working and best practices. Following initial training, you will train as you learn and will require the initiative to work independently supported by our regional technicians and senior members of the team. We hold in and out of house upskilling on all the equipment we work with throughout the year and you will be trained accordingly.

An all-electric branded van will be provided for the role, available for work use only and ongoing support will always be on hand from our experienced team in Cornwall and London.

# RESPONSIBILITIES



A primarily, workshop-based role, responsible for maintenance and repair of espresso coffee machines and equipment is the core of all activity. The field element of the role will be responsible for the upkeep of our customers coffee machines and equipment.

Key areas of responsibility include:

## **Workshop based**

- Responsible for receipting goods-in and goods-out using our stock inventory system
- Responsible for spare parts management – regularly monitoring stock levels within the workshop and correctly logging all parts and re-ordering when required
- Responsible for installing water filtration systems
- Responsible for the installation of traditional espresso coffee machines and hot water systems
- Responsible for maintaining a clean, tidy, and professional work area always
- Identify and carry out planned preventative maintenance in line with service scheduled workload
- Prepare equipment for installation
- Refurbish, service & repair of ex-rental equipment
- Regularly communicate with your line manager to discuss the daily work schedule, identify communication with customers and highlight where follow-ups are required
- You will always adhere to standard operating procedures and work processes
- You will require a base level of fitness and good health as you will manually lift all equipment throughout the working day
- You will require good manual dexterity as you will use hand tools daily to repair and new parts
- An ability to record accurate and detailed inventory and invoicing records as well as question and report any anomalies
- You will communicate with departments across the business and communicate relevant information in a timely and accurate manner
- To ensure all interactions represent the core values and behaviours of Origin Coffee.

# RESPONSIBILITIES

**ORIGIN**

## **Field based**

- React to maintenance issues with our ever-growing customer base in the southwest
- Represent Origin when customer-facing including managing and communicating expectations around equipment usage
- Make sure your van is kept in an orderly fashion with a constantly replenished parts stock for those emergencies.
- Working closely with our Technical coordinator to help and plan your diary management
- Overtime may be required from time to time as jobs can go over their allocated time frame.

# ABOUT YOU

**ORIGIN**

## **To be successful in this role, these are the things that matter the most:**

- You will have an intrinsic interest in how things work, how they go together and how they come apart; some would say a curious mindset, a natural problem solver, and are able to think on your feet.
- You have strong organisational skills with the ability to manage and prioritise multiple tasks and activities under your initiative and can deliver on time.

## **Essential qualities to have**

- An acute eye with meticulous attention to detail with an ability to identify anomalies and mistakes
- The ability to follow company systems and processes
- You ensure your working environment is efficient and organised, and you manage your workflow well
- Timekeeping is a strength
- Efficient, effective, and organised, both in the digital and practical world
- Flexibility and reliability, as there may be some early mornings or late evenings depending on the workload
- You will be comfortable working independently, building rapport and relationships with key suppliers in our industries and your colleagues
- You have excellent verbal communication skills, with a friendly, professional, and accommodating manner
- A clean UK driving license.

## **Desirable qualities to have**

- Mechanical experience is preferred but not essential, as training will be given
- You may be barista-trained, which is brilliant as you will know your way around an espresso machine, but if you aren't, don't worry, you soon will be
- You have an eye for detail and meticulous in everything you do
- Demonstrable experience in working independently and as part of a team led by core values and business objectives
- Ideally, you will understand a goods-in and goods-out process
- You may already have a love for good coffee, but if you don't, you soon will!

# OUR VALUES

ORIGIN

1.

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We're honest, authentic and stay true to what we believe is right.

2.

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We craft exceptional products and experiences which set us apart.

3.

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We create an inclusive environment where everyone can strive for excellence and have fun.

4.

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We take pride in the role we play and are driven to succeed.

5.

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We treat people the way we like to be treated.



# COMPENSATION + BENEFITS

ORIGIN

## Competitive Salary

£27,000 FTE per annum. Salary is negotiable for the candidate with the knowledge and skills required to fulfil all elements of the role.

## Nature of contract and working pattern

Permanent and full-time. Origin supports flexible working options for the right candidate who can meet both the role and the needs of the business.

## Base

Bristol

## Holidays

26 days including your birthday off, as well as 8 bank and public holidays.

## Pension

Employer (5%) and Employee (3%) pension contribution, employees can increase their contribution.

## Mental Health and Physical First Aid Training

We provide our employees with a toolkit for both preventing and addressing mental health crises in and out of work, providing genuine support, safety and happiness in the workplace.

## Enhanced Maternity, Paternity, Adoption, IVF Journey Leave and Pay

We recognise the importance of family and provide enhanced pay to support all parents and their journey to becoming one.

## Transitioning at Work Policy

We want everyone at Origin Coffee to feel comfortable to be themselves at work. We are committed to promoting equity and diversity supporting our colleagues who identify as trans and providing support through any transitioning process.

## Financial Wellbeing Support

We have partnered with Wagestream, a financial well-being provider that offers financial coaching, money management, debt advice, and individual tailored advice

## Employee Assistant Programme

A comprehensive suite of support from an (EAP) including help with physical, mental, and financial wellness at work

## Continued Professional Development

We invest in all our employees by supporting personal development and encouraging you to broaden your experience and learning potential, led by you

## SCA Training

Everyone who works for Origin can embark on the SCA training programme. Depending on your readiness to learn you can dip your toe in or immerse yourself fully. It's quite addictive!

## An Employee Referral Scheme

Once you join Origin, you'll want to introduce like-minded people to us. When you do, they settle in and pass their probation, you earn £200

## Other

Time off for volunteering, cycle to work scheme, free coffee at work and to take home, discounts in all our cafés and on our merchandise and partners. And of course, regular social and team events serving exceptional food, drink, and of course, amazing coffee!

# HOW TO APPLY



To apply for the position, please apply via [Origin Coffee Careers](#). If you have a portfolio or digital format of any kind to support your application, please include this. Your application should explain your motivation for the role, and how your skills and experience fit the 'about you' section and outline your vision of how you'll succeed in this role. Do mention where you first saw the role advertised and your reason for applying. Early application is encouraged as we may close applications early if suitable candidates are identified.

Please note that only shortlisted candidates will be contacted for further steps in the selection process.

## **Hiring Process**

Initial phone screening call (30 mins)

Capabilities and culture-fit interview onsite or remote depending on location and availability (1-1.5 hours)

Please note that due to the volume of applications we receive, we are not always able to respond directly. If you have not been contacted directly, we regret that you have not been successful in securing a position at the next stage of the process.

# DIVERSITY + INCLUSIVITY

**ORIGIN**

## **Support**

If you have a medical condition or an individual need for an adjustment to our process, and you believe this may affect your ability to be at your best, please let us know so we can talk about how we can best support you and make any adjustments that may be needed.

## **Diversity and inclusivity statement**

Origin Coffee is committed to make inclusivity, diversity, and equity part of everything we do, for our people to feel like they belong and are valued, respected, and supported to succeed.

Origin Coffee has come a long way over the last 18 years—and we're just getting started. As we continue to grow, we value and recognise the importance of building a workforce as diverse and unique as the journeys we take to source exceptional coffee. We take great care to build and nurture relationships with producers, scrutinise the supply chain, and seek innovative ways to craft incredible products, with care—all made possible through the individuals who come together at Origin. We are always reviewing and improving how and what we do, starting from within:

- better representation across our teams
- support flexible working
- continuously working towards removing barriers and bias
- building inclusive teams who represent people from all groups in society
- building a workplace environment where people are encouraged to speak out against discrimination and unfair treatment in any form
- supporting all our people to bring their whole and best selves to work.

Coffee Cupping



Barista Championship



Beach Clean in Porthleven

TOM SOBEY, OWNER & FOUNDER OF ORIGIN

“Origin and its people have been on a journey of exploration and collaboration. What we do has changed over the years, but our approach remains the same. Ultimately, it’s about respect – for the people, the process, the coffee, the brewing. We simply focus on making the coffee the best it can be. And we will continue to do this for evermore.”

The Roastery Café, Porthleven



Training Lab, London



COFFEE	
Black Coffee	2.00
Espresso	
Batch Brew	
White Coffee	2.00
Macchiato	
Cortado/Nocho	
Flat white	
Latte/Spaccino	
Beer Bar	Home
Avocado	
Cold Brew	2.00
Extra	+0.50
Almond milk	
Coconut	
Oat	
OTHER DRINKS	
Lower half tea	1.50
Hot chocolate	2.00
Mocha/Hot	2.50
Mocha/Ice	2.50
Mocha	2.50
Protein smoothie	
Hot chocolate	



THANK YOU

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**ORIGIN**

Find out more  
about Origin

 [origincoffee.co.uk](https://origincoffee.co.uk)

 [@origincoffee](https://twitter.com/origincoffee)

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

 [@origincoffeeroasters](https://www.facebook.com/origincoffeeroasters)