



BARISTA - LONDON

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TALENT DECK

**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



Located in either Charlotte Road, in Shoreditch, The British Library at King's Cross or Scoresby Street in Southwark, this role will join an exceptional team of baristas who pride themselves on delivering outstanding quality and without compromise. As one of many customer facing roles for Origin, the focus is to serve our coffee with an ultimate level of confidence, an extension of our excellence and part of the Origin team continuing to drive standards.

People come first, and this role is as much about face-to-face communication and relationships as it is barista skills. Passion comes from your expertise in speciality coffee and love of customer service. Depending on the day of the week or time of day, you will be working with your talented colleagues or holding the fort. Being behind the bar is your forte and a sense of pride in yourself, your workplace and Origin makes anyone's interaction with you an experience and part of our ambition to build customer loyalty.

We have a rigorous career pathway and so you will be expected to demonstrate your skill level, we will work with you and take you on your career journey, developing and investing you. We love continuous improvement and anyone who works for us we discuss what this looks like for you.

# RESPONSIBILITIES

**ORIGIN**

Integral to the success of our award winning and renowned London coffee shops, you will:

- deliver an informed, passionate, and enthusiastic approach to communicating speciality coffee to all customers
- make recommendations based on customer preferences
- prioritise and deliver exceptional customer service
- understand the day-to-day operation and upkeep of all coffee machinery, including the ability to dial in; you will be working with La Marzocco espresso machines
- contribute towards the recipe creation for single origin coffees; espresso, pour over and batch filter
- develop and maintain excellent latte art skills
- demonstrate outstanding filter knowledge and a range of brew techniques supported by an eye for detail, we want to see meticulous quality control
- have a high level of cleanliness throughout service in all areas of the café, including the cleaning down of machines, working areas and public spaces
- responsible for stock supply including the communication of re-ordering supplies
- opening and closing duties for the café
- represent the brand as an Origin ambassador; we're industry leaders and you're responsible for showing our customers what that looks like

# ABOUT YOU

**ORIGIN**

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

- a daily can-do attitude whilst remaining calm and collected
- a love for communication and building relationships – you are customer facing and an Origin ambassador and every interaction counts
- careful and diligent – even meticulous – with a good dose of common sense
- modestly confident and personable, good humoured and trustworthy
- happy working independently as well as working as part of the wider retail team
- informal but 100% professional

Skills and experience:

- demonstrable experience of working in the specialty coffee industry
- demonstrable experience of delivering outstanding customer service
- a strong verbal communication style
- demonstrable experience of working independently and as part of a team led by core values and business objectives

Essential behavioural competencies:

- extensive specialty coffee knowledge including all brewing techniques
- an acute eye with meticulous attention to detail with an ability to identify anomalies and mistakes
- the ability to inspire and lead a team
- an ability to recognise the opportunity to upsell, increase revenue and improve customer service
- exceptional customer facing skills
- highly organised and efficient whilst working under pressure

# SALARY & BENEFITS



## Salary

£12.00 - 12.50 per hour DOE and training

## Nature of contract

Permanent, full and part-time.

## Base

London - The British Library in King's Cross, Charlotte Road in Shoreditch and Scoresby Street in Southwark.

## Holidays

29 days holidays including bank holidays and your birthday off, with additional days accrued after two, three- and four-years' service

## 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 and Transitioning at Work Leave and Pay

We recognise the importance of becoming a parent and are working are going above industry norm to support all parents

## Long Service Entitlement

After committed time of working for Origin, we offer sabbatical and remote working options.

## Financial Support and Wellbeing

We have partnered with Wagestream, a financial wellbeing provider who 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 employee's by supporting personal development, 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 likeminded 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



**PLEASE SPECIFY IF YOU ARE LOOKING FOR A FULL OR PART-TIME ROLE AND SPECIFY YOUR PREFERRED LOCATION.**

To apply for the position, please apply via [Origin Coffee Careers](#). If you have a portfolio of work 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. Do mention where you first saw the role advertised and your reason for applying. The closing date for applications is midnight on Monday 29 May 2023. Early application is encouraged as we may close applications early if suitable candidates are identified.

## **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)

## **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. We have 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

# 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.





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	2.50
Espresso	2.00
Soft Brew	2.50
White Coffee	3.00
Macchiato	3.00
Cappuccino	3.00
Flat white	3.00
Latte/Longblack	3.00
Brew Bar	3.00
Avocado	3.00
Cold Brew	3.00
Espresso	2.00
Espresso with	2.50
Espresso	2.00
Tea	2.00
OTHER DRINKS	
Lower half tea	2.50
Hot chocolate	3.00
Mocha latte	3.00
Mocha latte	3.00
Mocha	3.00
Protein smoothie	4.00
Smoothie	4.00




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)