



ROLE

First Officer GM

MISSION

To be the [Commander Reiker to our Founder's Captain Picard](#) - to transform his strategic vision into beautifully executed operational reality.

To make sure the day-to-day commercial operation of the Tea Pub runs like a well-oiled machine.

WHAT YOU CAN EXPECT FROM ALBION TEA

Salary

£24,000 - £26,000 starting salary

45 – 55hrs

Share of tips when serving in Tea Pub

Stock Options

Albion Tea and Brew, the Tea Pub intend to grow across this country and beyond. The right candidate will be able to share in our success by coming to own part of the company through stock options in the business. To be discussed upon hiring on sliding scale of performance.

Training and Personal Development

- Tea service
- Tea cocktails
- Social media
- Brand development
- Community engagement

WHAT ALBION TEA EXPECTS FROM YOU

Outcomes

You will deliver the below

- **Takings:** See that the Tea Pub meet its sales targets. E.G. £20,000 first 3 months
- **Profits:** See that food profit margins are 70% and drink 75%
- **Customer Satisfaction:** See that at least 80% of Albion's Customers give 4 or 5 out of 5 satisfaction with products.
- **Systems and Procedures:** See that these are setup so that wastage is kept to a minimum.
- **Crew:**
 - Hire **at least six** First-Rate Crew to ensure the Tea Pub's smooth running.
 - Implement the A Method of hiring to generate a continuous flow of potential worthy crew candidates.
 - See that crew retention lasts an average of 6 months

- **Social Media:** Contribute at least 5 sharable pieces of picture content each week, or see that crew do (social media training and brand guidelines will be provided)

COMPETENCIES

For everybody in Albion Tea

- Upbeat, Can-Do, optimistic
- Self-starter, shows initiative
- Persistent - doesn't give up at the first hurdle
- Creative and willing to try new things
- Respectful of others no matter who they are
- Likes to take pride in what they do
- Quality obsessed
- Curious, always ready to learn and explore

Specific to the 1st Officer

- Responsible
- Hard-working
- Self-starter
- Resourceful
- Charming
- Good with people
- Empathetic
- Good listener
- Good communicator

DUTIES

Make sure that all operational aspects of the Tea Pub run smoothly. Including and not limited to;

- Recruiting, training and leading crew.
- Work with CEO & Finance to develop a pricing model that ensures P&L targets are achieved.
- Source & negotiate partnerships with suppliers and other brands to establish agreed mix of pricing, marketing programs, direct sales & cash retro options.
- Setting an example to crew by role modelling Albion' values.
- Managing crew rotas and assisting with payroll.
- Effective Stock control.
- Cash handling.
- Seeing beyond this month's takings - future proofing.
- Oversee costings, supplier sourcing.
- Delegating appropriate tasks wherever possible to other crew.
- Effectively filtering what information the Founder Director needs to know and an have input on
- Prioritising what's important not just what seems urgent
- Able to articulate needs of restaurant to directors while appreciating their position.
- Seeing that Albion Tea's food and drink is in line with its brand
- Develop, establish, and direct the execution of operating policies and systems to support overall company objectives. To write these policies down in Crew Handbook which will serve as a template for future Tea Pubs.
- Help with the promotional efforts of the Tea Pub from providing social media content to helping engage with local community networks

WHEN

Starting immediately
A 3-month review period
6 weeks' notice either side