



JOB DESCRIPTION

Post: Head of Coffee by Tate

Department: Tate Eats

Reporting to: Tate Eats CEO

Responsible for: Roastery and Hot Beverages Managers

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Job: Manage and develop the Coffee by Tate business and overview of hot beverage service in Tate.

Main Duties and responsibilities:

Business Management & Development

- Manage and develop the Coffee by Tate business, while having an overview of hot beverage service across Tate sites.
- Create and manage yearly budgets, including staffing structure, product gross profit and operational overheads.
- Deliver the profit and loss as per budget.
- Set objectives, targets and strategy for the department.
- Onboard new wholesale, residency, contract and white label business.
- Manage existing accounts to ensure customer retention.
- Create bespoke coffee solutions and support structures for white label and wholesale customers.
- Analyse financial data and respond with solutions.
- Provide accurate financial information for monthly accounting and quarterly reforecasting.



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- Seek and develop opportunities for commercial growth outside of the gallery.
- Ensure internal coffee sales are maintained and within GP targets.
- Lead the design, identity and marketing strategy of Coffee by Tate brand.
- Authorise and manage all invoicing relating to Coffee by Tate.
- Manage and develop *Roastery Manager*.
- Manage and develop *Hot Beverages Manager* ensuring there is a strong link and appropriate communication between the Roastery and Barista teams.

Supply Chain Management

- Develop and maintain the Tate *Gender Equality Coffee Project (GEP)* program.
- Develop and maintain projects and relationships with coffee growing individuals and communities throughout Latin America and Africa through origin trips and remote engagement.
- Ensure relationships with existing producer partners in Colombia, Brazil, Guatemala and Honduras are sustained and evolve.
- Seek and develop new relationships as dictated by the needs of the business.
- Develop and implement Coffee by Tate's sustainability and ethical practices.
- Ensure all coffee contracts are up-to-date with an awareness of the global coffee market.

Green Coffee Procurement & Quality

- Source and manage a range of Specialty coffee for Tate's catalogue in-keeping with the GEP, currently 22 tonnes per annum.
- Source and manage Specialty coffee program for external wholesale and white label business, in-keeping with industry trends and customer requirements.
- Work with Roastery Manager to maintain analysis and records of all green coffee samples at origin and in PSS/landed samples.
- Monitor and maintain green coffee quality standards throughout supply chains from farm-to-cup.
- Provide green coffee procurement and quality feedback services to clients and customers.

Training & Consultancy

- Work with the Roastery Manager to ensure coffee production quality is kept at the highest standards.
- Provide guidance, support and development training to all roastery staff.
- Work with Hot Beverages Manager to assist in training and support for Tate Baristas.



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- Work with Hot Beverages Manager to ensure there is a seamless approach to coffee from Roastery to cup.
- Provide support and training to Tate Eats and Gallery staff.
- Provide consultancy, training and support to clients and customers.
- Ensure all resident roasters are trained to a high standard.

Health & Safety

- Take ultimate responsibility for all aspects of H&S pertaining to the Roastery.
- Work with the Roastery Manager to develop and maintain roastery health and safety protocols.
- Ensure all residency clients are trained and approved to Tate health and safety standards.
- Ensure all roastery staff are trained in Tate health and safety standards.
- Work alongside Tate health and safety team to develop and maintain health and safety guidelines and structure for the roastery operation.
- React in a timely manner to health and safety, pest control and SAFE audits.
- Ensure compliance with all cleaning and maintenance of all roastery equipment

Events & Engagement

- Support Tate Eats event teams in their events and corporate engagement.
- Promote Coffee by Tate and *GEP*, engaging with the wider Specialty Coffee Industry through events, talks and activities.
- Engage with other departments, supporting Tate's vision through events and engagement.
- Proactively engage with internal and external stake holders, prompting Tate Eats and Coffee by Tate.
- Attend and show presence at festivals, events and exhibitions relating to Specialty coffee.
- Be aware of industry trends and engagement.

Person Specification

Essential:

- A successful track record of business development, sales and strategy.
- Extensive experience of cupping and espresso quality assessment.
- Experience in developing blends for espresso and filter coffee.
- Budget setting and financial management.
- A proven track record in training people.
- Appraisal and personal development experience.



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- Contacts in the coffee industry.
- Ability to work collaboratively within a diverse team and influence a large peer group.

Desirable:

- Extensive experience in roasting coffee in the speciality sector.
- Q coffee grader, or equivalent.
- Experience of sourcing and shipping coffee.
- Experience of direct sourcing coffee.
- Tertiary qualifications in Business management.
- Formal training on PROBAT roasting machines.
- An interest in Arts and the mission of Tate.



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