



STORE MANAGER

Hours: Full time/Part time, at least 15 hours per week

Salary: £14+ per hour

Location: W1B 2HH & SE1 9PA

Do you love ice cream? Does food brings you genuine joy? If the answer is YES, we would love to hear from you!

Araw is looking for bright people to join our team who love ice cream as much as we do and are excited to learn, adapt and grow with our small business.

The Role

As our Store Manager, you will be responsible for the day-to-day operation of our scoop shop. You will lead by example, working alongside your team to deliver exceptional service while managing the behind-the-scenes work that keeps the business running smoothly. You will also play a key role in maintaining food safety standards and supporting the production team with in-store feedback and stock management.

Key Responsibilities

- Lead, motivate, and supervise the retail team during shifts, ensuring efficient operation of the scoop shop.
- Train new and existing staff on scooping techniques, menu knowledge, customer service standards, and hygiene protocols.
- Foster a positive, energetic, and supportive team environment.
- Assist with scheduling and managing shift rotas to ensure adequate weekend coverage.
- Conduct regular team check-ins and support staff development.
- Set the standard for friendly, efficient, and excellent customer service.
- Handle any customer queries or complaints professionally and calmly, ensuring a positive resolution.
- Be an expert on our menu - know where our ingredients come from, allergen information, and how to describe every flavour in depth.
- Create a welcoming atmosphere that keeps customers coming back.
- Oversee the daily setup and pack-down of the scoop shop.
- Ensure the shop is always clean, organised, and visually appealing.
- Manage transactions and reconcile card payments at the end of each shift.
- Monitor stock levels of ice cream, toppings, cones, and packaging, and communicate orders to the production team or stores.
- Ensure FIFO (First In, First Out) rotation is followed in all retail fridges and freezers.
- Maintain the highest standards of cleanliness and hygiene throughout the shop, following all food safety regulations.
- Ensure team members follow proper personal hygiene and handling procedures.
- Complete daily temperature checks and cleaning logs to demonstrate due diligence.
- Report any issues immediately and implement corrective actions.
- Gather customer feedback in store and share insights with the production team to support flavour development and improvements.
- Liaise with the production and stores teams regarding stock needs and product quality.

About you

- Ice cream enthusiast (obviously!)
- Open to trying new ideas
- Excited to be a long-term member of our team
- Friendly, energetic, proactive, and a quick learner
- Good communicator and problem solver
- Someone who isn't afraid to ask for help
- Detail oriented; able to consistently maintain high quality standards
- Comfortable working effectively under pressure

We offer

- The starting pay for this position is £14+ based on experience
- Free ice cream and food on shift (and a sweet discount when you're not) :)
- Opportunities for growth!

To apply email hello@arawlondon.com and send cv with job you are applying for in the subject line.