

# Production Team Member

## Summary

9Barista is a rapid growth start-up company in Cambridge UK, which has developed a completely new type of espresso machine, able to produce top-quality espresso whilst having no moving parts or electronics - making the machine inherently robust and long lasting. We started shipping our machines one and a half years ago and we have grown rapidly since then.

We're growing our production team even further; we're looking for a highly practical, motivated, free thinking person to join us and help scale our production operations into a global product development and manufacturing business.

The 9Barista espresso machine was developed in Cambridge over a number of years (in secrecy), and was released to the market at the London Coffee Festival in 2019, raising some of the initial production funds through a Kickstarter campaign. The machine has since been reviewed by World Barista Champion James Hoffman on YouTube, attracting 1.9 million views, and becoming his most viewed espresso machine video to date. We have been sold out ever since.

## Our Customers

We have a close relationship with our customers, delivering machines directly from our production facility in Cambridge to any country in the world, whilst providing full customer support and maintenance service in-house. The majority of our machines are exported around the world.

## The Team

We're a young, energetic and highly driven team with a broad range of skill sets in engineering, digital integration, manufacturing technology, brand development, entrepreneurialism and business development. We have a flat structure, and we like to get everyone involved in as many parts of the business as possible. We have four members of the team working full time, with a number of remote contributors/advisors and a broad network of investors and dedicated customers.

## How we work

We're totally focussed on continuously changing and improving the way we operate our business, never settling or being completely content with our current processes and products.

We're highly analytical in how we measure the performance of all aspects of the company, and use the results to determine where best to focus our development efforts.

Currently we're in the process of developing a series of machines to automate parts of the in-house manufacturing process, whilst also developing a range of new products and incremental improvements to our existing machine.

In all aspects of the business we are building in rapid feedback loops to speed up the development cycle. For this reason we keep the majority of our manufacturing in the UK and manage close relationships with all of our suppliers and customers. We have systems in place to rapidly communicate customer feedback straight back to the production team so we can swiftly react.

## Job responsibilities

Primary role;

- Assembly, testing and quality control of the 9Barista espresso machine, as well as future products currently in development.
- Development of new and improved production processes, with the aim of finding ways of making them more consistent, more efficient and less time consuming.
- Anticipating and resolving production issues as they arise, ensuring we keep down-time to a minimum.
- Management of our lean supply chain, helping to keep stock levels as low as possible, whilst always avoiding stock outages.
- The development of new products and product features, through contributing new design ideas, building and testing prototypes and getting early customer feedback through beta-testing programs.

Additional roles;

- Attending exhibitions and coffee festivals with the rest of the team, sharing an insight into our company with prospective customers.
- Helping our customers to get the most out of their machines by solving their problems and offering product support.
- All other aspects of growing and developing a global product development and manufacturing business. What you get involved in will almost certainly depend on your interests and what skills you can bring to the table.

## Essential requirements

- Lots of enthusiasm, drive and ambition. Our company has an exciting opportunity in front of it, and it will take grit, energy and commitment to make the most of it.
- Excellent team working skills, and ability to form strong relationships with the rest of the team.

- An excellent command of English, and an ability to communicate concisely and tactfully with our customers and the wider 9Barista team.
- High level of practical skills - experience in building things (for example: car/bike maintenance, craft, wood/metal workshop experience, model making)
- Attention to detail and a highly methodical and structured approach to work.
- A deep understanding of the importance of quality and consistency in manufacturing.
- Ability to engage, contribute and communicate effectively with the 9Barista team, and assist in the running of the business through our digital systems, on emails, Zoom, Customer Relationship Management software, website shop order processing system, team Whatsapp, accounting software, Google Drive, Google Sheets etc.
- A relevant higher-level education, and strong analytical skills.

## Non-essential requirements

- An interest in specialty coffee, and barista skills!
- Scripting and programming skills.
- Experience with robotics and automation.

## Benefits

- Salary: Depends on candidate and the value we think you're likely to bring
- Every employee will be enrolled in our Employee Ownership Scheme, where you will be given a significant number of share options in the company, so everyone benefits as the company grows.
- Deliveroo lunch every Friday, on the company, along with a fridge stocked with beers and other drinks.
- Great on site coffee, of course.
- Flexible working arrangements are possible.
- An early member and creator of the emerging company culture.

## Contract Type

- Full time employment, with a 3 month probationary period.
- Location: Cambridge, United Kingdom

## Applications

If you're interested in applying, please contact Will Playford on [will@9barista.com](mailto:will@9barista.com). Please send in your CV with any relevant qualifications and experience, as well as the contact details for two professional references. We welcome applicants from a diverse background. Applications will be accepted during October & November 2021.

Thank you, and we look forward to hearing from you!