

**Job Description**

**Job Title:** Café Assistant

**Post Number:** TC26

**Line managed by:** Café Manager, supervised by Café Supervisor

**Hours of Work:** Noon to 5.15pm Saturdays and noon to 15:15 Sundays. Additional hours available during school holidays.

**Main Purpose:**

We require an enthusiastic, friendly and conscientious member of staff to work in our Café at Carvers. The post holder will have mostly front of house duties and will make and sell drinks and basic food. They will at times be working on their own when they will be responsible for creating a welcoming environment and to be responsible for all aspects of customer care and following health and safety and food hygiene regulations. Training will be provided.

**Main Duties:**

1. Taking orders from customers in a friendly and efficient manner
2. Taking payments from customers, using the till and credit/debit card facilities
3. To open the building (and occasionally close) and set up the room for the shift
4. Preparing and serving hot and cold drinks, cakes, sundries and basic food
5. Keeping the café area and outside tidy, clearing up toys and games
6. Stock Handling
7. Ensuring work area is clean and tidy
8. To follow the guidelines set to ensure that the kitchen and café area meets required standards at all times
9. To proactively deal with issues and problems as they arise
10. To ensure appropriate attire is worn, presenting clean and tidy, working in a hygienic manner.
11. To play an active role in the effective delivery of the Centre, including opening and closing at times, supporting groups that are hiring the centre etc
12. To cover additional shifts where possible (for annual leave, sickness etc).

**Person specification – Café assistant**

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| **CRITERIA** | **ESSENTIAL** | **PREFERRED** |
| **Educational Qualifications** |  | Level 2 in Food Hygiene (will provide if necessary) |
| **Knowledge, Qualifications and Experience** | Willingness to undertake training as required | Café or catering experience |
| **IT skills** | Able to use a till/card machines (with training) |  |
| **Practical demands of the role** | Able to meet the physical demands of a role working in a busy café  Able to work weekends throughout the year | Able to work during school holidays  Ability to cover additional shifts where required for annual leave/sickness etc |
| **Personal Qualities** | An enthusiasm to work with a team to provide an excellent café for young people, families and the community.  A team player but able to work with own initiative and with common sense. Excellent communication skills.  Smart, clean and groomed appearance; excellent standards of personal hygiene.  An interest in the Council’s aims for the youth and community centre and a commitment to achieving the desired outcomes for young people.  Robust and resilient enough to work within a challenging and changing environment.  Supportive – demonstrating loyalty and commitment to the organisation, Councillors, staff and service users. |  |
| **Personal Style and Behaviour** | Able to create a welcoming environment  Team Working |  |