



Job Description

Job title:	Café Assistant
Location:	Coram's Fields, 93 Guilford Street, London, WC1N 1DN
Salary:	London Living Wage currently £10.75 per hour
Reporting to:	Café Manager
Hours	Flexible by negotiation. Hours may vary at certain points during the year and will involve some weekend and evening work
Contract:	Fixed term from 1 April until 30 September 2020

Role Summary

This role is part of a team responsible for the day to day operation of a café facility at Coram's Fields. You will work as part of a team to establish, maintain and develop a high quality and sustainable food service operation which is respected and well used by park visitors.

MAIN RESPONSIBILITIES

1. To ensure the café is opened and closed in line with procedures when working solo or with other team members.
2. To maintain good customer relations with clear communication at all times.
3. To take customer orders, ensuring their requirements are understood and fulfilling order items either directly or by-passing order items to other team members according to any designated roles.
4. To use the till/EPOS to calculate and take customer payments and give change, follow cash handling procedures and cash register policies, and cash-up at the end of shifts when asked using the appropriate procedures.
5. To prepare and serve hot and cold drinks, food and snacks to customer specifications.
6. To assist with the general administration needed for the café throughout the site and buildings
7. To monitor meals and drinks served to waiting customers to ensure no orders are overlooked.
8. To ensure the coffee machine, other drink making equipment and work surfaces areas are kept clean throughout shifts and that there is thorough cleaning throughout and at the end of each session.
9. To arrange and maintain cake, pastry, snack, food and ice cream produce display as appropriate and maintain high-quality standards for produce presentation and preparation.

10. To routinely monitor supplies stock levels, including food and drinks, cutlery, condiments, take-away and disposable items to ensure their ready availability and advise the café manager if re-ordering of supplies is needed.
11. To routinely monitor seating areas to ensure used or waste items are cleared in a timely manner and tables are cleaned and prepared ready for other customers.
12. To routinely monitor the immediate vicinity of the café to ensure any litter is removed as soon as identified to ensure safety and appearance of the café environment.

General responsibilities

1. To provide excellent customer service.
2. To work proactively with other team members and the Coram's Fields management to identify areas for enhancement and improvement of the provision
3. To be conscious of and sensitive and responsive to the needs and challenges faced by young, vulnerable or disabled people.
4. To build good relationships with other park user groups and staff to ensure they become advocates of and/or users of the service
5. To work according to the charity's policies and procedures, understanding their relevance in the delivery and development of services to colleagues, customers and clients.
6. To attend training sessions, meetings and reviews as required.
7. To be knowledgeable and compliant of food allergy, laws and standards, intolerance and avoidable cross contamination when managing, preparing and serving food, ensuring labelling of all food groups where appropriate.
8. To undertake other duties consistent with the role or as requested by the café manager.

Person Specification

	Essential	Desirable	Evidence
Qualifications	<p>Food hygiene training and certification.</p> <p>GCSE or equivalent in maths and English.</p> <p>Evidence of ongoing professional development including barista skills.</p>	<p>Training or qualifications relevant to the foodservice industry.</p>	<p>Application form</p>
Experience	<p>Minimum of 1 years' experience of working in a café or similar setting</p> <p>Previous experience in the café sector or food service industry</p> <p>Experience of effectively applying reflective practice to improve the quality of your own work.</p> <p>Experience of supervising other staff.</p> <p>Experience of cash management and financial reporting.</p>	<p>Knowledge of social enterprise and experience of supervising, other staff including young people or volunteers</p>	<p>Application form, interview and references</p>
Skills	<p>Outstanding communication skills and a demonstrable ability to communicate with a range of customers, suppliers and other stakeholders</p> <p>Ability to establish, develop and maintain excellent relationships with people.</p> <p>Intuitive in your ability to develop and adapt the service according to customer interests and feedback.</p>		<p>Application form, interview and references</p>

	Use of Electronic Point of Sale (EPOS) or till systems and computer literacy skills		
Knowledge and Attributes	<p>Self-motivated, ability to work under own initiative, to work as part of a team and take responsibility for developments.</p> <p>Good management, leadership and organisational skills.</p> <p>Excellent knowledge of food hygiene legislation and good practice in a café setting. Skilled in planning, time-management, delegation and supervision.</p> <p>Energy, enthusiasm, tenacity and initiative.</p> <p>A desire to learn and develop</p>	<p>Have diplomatic and negotiation skills and the ability to deal with difficult situations should they arise.</p> <p>Be a person of integrity, and able to enhance the reputation of the organisation.</p>	Application form, interview and references