

Job Description and Personal Specification

Café Team Member

Contract type: Zero Hours Contract

Location: High Lea Hall

Hours: Hours will vary based on demand

Grade: SCP 2-4 £11.62-£12.01 per hour.

Reports to: Hospitality Lead & Communications Officer (HLCO)

Job description

What is the overall purpose of the role?

To ensure that high quality and good value food and drink are prepared and served to customers from a clean, safe, and welcoming environment.

Key activities and responsibilities

- Preparing and serving food, making coffee and tea.
- Ensuring the café is fully stocked and can meet the menu at all times, notifying the HLCO officer of any shortage.
- Check that all High Lea Hall facilities, equipment and furnishings are in good order and to report any damage.
- Clean the café inside and outside and ensure they are safe and hygienic at all times.
- Follow the normal operating plan, ensuring correct opening and closing times and setting up and clearing down as required.
- Monitor expenditure, stock, wastage and use-by dates.
- Handle cash transactions accurately and securely.
- Keep accurate records of sales and transactions.
- Respond promptly and professionally to any customer feedback, comments or complaints.
- Welcome anyone who enters the High Lea Hall when you are on shift.
- Uphold the highest standards of health and safety, cleanliness and professionalism and use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.
- Act as a role model for volunteers, inspiring them to engage in the services and understand and appreciate the practicalities of running a café
- Undertake other duties that are commensurate with the nature and grade of the post.
- Willing to undertake continuous professional development and take responsibility for own learning and development needs.
- Adhere to and implementing the Town Council's policies and procedures, including those around equalities and diversity.

1 Personal Specification

1 You are

1.1 Passionate about delivering a high-quality food and drink service

1.2 Good written and verbal communications skills

1.3 Friendly, cheerful, positive and motivated with members of the public

1.4 Ability to work flexibly and proactively

2 Education, qualifications or experience

- 2.1 Experience of working in a catering environment is desirable
- 2.2 A Level 2 Food Hygiene certification is desirable

3 Knowledge, skills and abilities

- 3.1 Enjoys multi-tasking in a busy fast-changing environment
- 3.2 Confident with simple mental arithmetic
- 3.3 Positive about embracing challenge and change, open to experimenting and fresh ideas
- 3.4 Looking for development and training opportunities