

PERSON SPECIFICATION: Ouseburn Farm Charity Ltd – Café Team Leader

	Essential	Desirable
Specialist Skills	<ul style="list-style-type: none"> • A commitment to high standards of service delivery. • Ability to follow financial procedures and assist the Farm Business Manager in control of all cash and stock. 	<ul style="list-style-type: none"> • Experience of developing, implementing and monitoring service standards. • Experience in working with and mentoring adults with learning difficulties and disabilities • An understanding of horticulture and utilising produce
Personal Skills	<ul style="list-style-type: none"> • Excellent communication skills. • Excellent customer service skills, with front of house responsibility. • A professional approach, compliant with high customer standards Ability to work on own initiative • Good organisational skills • Ability to be self motivated 	<ul style="list-style-type: none"> • Ability to deliver training to regular trainees as part of an education programme.
Experience	<ul style="list-style-type: none"> • At least three years' experience working in a customer driven food environment • Experience in developing menus • Experience as a barista in a busy outlet. • Experience of staff/volunteer supervision 	<ul style="list-style-type: none"> • Experience of a high volume modern coffee bar. • Development and delivery of training.
Attitude	<ul style="list-style-type: none"> • Confident manner • Professional approach • A commitment to high standards 	
Qualifications, training	<ul style="list-style-type: none"> • Experience of a similar outlet or a formal catering background. 	<ul style="list-style-type: none"> • Formal training as a barista • Basic food hygiene certificate
Other role specific requirements	<ul style="list-style-type: none"> • A tidy, professional appearance. • A flexible approach to the working week – (hours of work will be flexible and will include some evening and weekend work) 	