



## **JOB DESCRIPTION - CAFE ASSISTANT (2 posts available)**

**Location:** Cafe in the Park, John Whitehead Park, Billingham

**Working Hours:** Monday to Sunday - 21 hours per week (Summer season - 26 weeks/year)  
Monday to Sunday - 15 hours per week (Winter season - 26 weeks/year)  
Extra hours may be required dependant on business needs including evening, bank holiday & weekend work

**Salary:** Real Living Wage (currently £9.50/hour)

**Responsible to:** Business Support Manager

### Key areas of responsibility:

- Serving customers efficiently with food and drink orders and taking payments.
- Undertaking the preparation of food and beverages served in the cafe as directed.
- Offering customers excellent standards of customer service and care.

### The Role includes:

- Demonstrating the highest standards of customer welcome and care when assisting customers at the counter and delivering orders to tables.
- Giving advice, guidance and recommendations on products and menu selection to customers to ensure a positive experience and repeat business.
- Managing queues and meeting customer experience.
- Preparation, cooking and service of hot and cold beverages, cakes and other food items.
- Keeping all areas clean and tidy including table clearing, equipment and removing waste.
- Handling customer complaints in the first instance and reporting feedback to Managers.
- Working within established guidelines and operating procedures.
- Responsible for security (product and cash), taking payments accurately, float management and till reconciliation.
- Keeping up to date with special promotions.

- Ensure the safe storage of food stock, beverages and cleaning products to avoid cross contamination.
- Carry out stock takes and order supplies.
- To receive and store deliveries as directed.
- To adhere to all risk assessments, policies and procedures.
- Responsible for deep clean of cafe area and completion of daily records for health and safety.
- Checking kitchen equipment, ensuring fit for purpose and properly maintained.
- Comply with all legislation, health and safety and food hygiene.
- Maintain high standards of personal hygiene
- Ensure food allergens are clearly marked and handle and manage food allergens adequately.
- Key holder responsibility including opening up and closing down, ensuring the cafe is secure at all times.
- Assist with projects/events when required.
- Attend training sessions when required.
- Undertake other duties and responsibilities commensurate with the role.

### General

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to post may vary from time to time without changing the general character of the role and duties or the level of responsibilities entailed. Such variations are a common occurrence and would not themselves justify the re-evaluation of the post. In cases where a permanent and substantial change in duties and responsibilities of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualities</b>	<p>Able to communicate with internal and external customers, initiate conversations and provide a sincere welcome and enjoy providing good service.</p> <p>A flexible approach to working and able to work under pressure.</p> <p>Willing to learn, take instructions and work under own initiative, supporting other team members.</p> <p>Excellent customer service skills.</p> <p>Efficient, reliable and flexible.</p>	
<b>Experience</b>	<p>Working in a catering/hospitality environment. General catering duties, including food preparation and cooking.</p> <p>Cash handling.</p> <p>Stock control.</p>	Experience of using a Rationale oven.
<b>Knowledge</b>	<p>Health and hygiene requirements in relation to food preparation, storage and cooking.</p> <p>Food allergens and handling</p> <p>Stock rotation and expiry dates.</p> <p>Operational duties within a cafe/catering environment.</p> <p>Safe operation of kitchen tools and equipment.</p>	
<b>Qualifications</b>	<p>Basic Food Hygiene Certificate</p> <p>Basic literacy and numeracy skills</p>	<p>First aid certificate</p> <p>NVQ</p> <p>Level 2 Food Safety &amp; Hygiene Certificate.</p> <p>Formal Catering Qualification.</p>