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| **Job Description** | |
| **Post title** | Café Assistant |
| **JE Reference No** | N6747 |
| **Grade** | Grade 3 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Culture, Sport & Tourism – Culture Sport & Tourism Management |
| **Reporting to** | The post holder will be accountable to the Operations Officer |
| **Location** | Your normal place of work will be the designated venue, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

**Work alongside:**

Café Co-ordinator, Café Supervisor and Operations Officer.

**Work with and across all Council Service Groupings.**

**Responsible for**: Work placements and volunteers

**Responsive to:** Elected members, visitors, residents, community groups, statutory and non-statutory organisations, funding partners.

The postholder will be responsible for supporting the Café Staff in the operation and development of the catering establishment within the terms of the venue’s Food Hygiene policy and budgetary constraints. This will be achieved by ensuring a high level of customer service and satisfaction.

As a front line member of staff, the postholder must represent the Authority in a professional manner and deliver on agreed targets to ensure key actions in the venue’s Business Plan are attained that reflect the Authority’s priorities.

The precise emphasis of the postholder’s role will change dependent on Service requirements and will be subject to periodic change.

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| **Duties and responsibilities** |

* Ensuring food quality, presentation and service are provided to the highest standards as defined by the Café Co-ordinator or their nominee.
* Ensure familiarity and compliance with all aspects of the Food Hygiene Policy and appropriate procedures at all times.
* Undertake all appropriate tasks in relation to taking payment and operating till in respect of cash, card and till receipts.
* Undertake appropriate administrative duties and completion of timesheets.
* Assist in the preparation and cooking of meals and bakery products and serving and presentation of all other items.
* Ensure familiarity with operation of heavy duty kitchen equipment, light equipment, work areas and other facilities.
* Assist with the preparation and service of all products on a daily basis and at buffets, special functions and new areas of developing provision.
* Undertake stocking and replenishing of displays
* Undertake clearing and cleaning of food production areas and maintain in safe and tidy condition according to Food Hygiene Policy.
* Undertake clearing and cleaning of all food service areas and all areas used by customers
* Ensure the cafe delivers an excellent customer experience and assist in obtaining customer feedback.
* Undertake effective and regular cleaning operations in all areas of the café and kitchen.
* Assist in checking stocks, maintenance of records and condition of supplies and deliveries.
* When requested, contribute positively to menu and product development.
* Participate and actively contribute to safe methods of working in all aspects of the café’s operation.
* Participate positively in appropriate training and development programmes.
* Assist in supporting and mentoring work placements and volunteers.
* Promote principles of sustainability and positively contribute to a comprehensive recycling programme.
* Assist and participate in regular public consultation undertaken within the venue.
* Ensure security of premises and safety of staff and visitors.
* Respond appropriately to emergencies arising in relation to the work of the Service and, where necessary, to situations arising outside the service area.
* Achievement of all appropriate personal performance targets to ensure both the venue and Service performance targets are attained.
* Fulfil all necessary administrative functions and reporting procedures.
* Be prepared to deal with challenging situations and difficult members of public.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * A good basic general education to GCSE level or equivalent including English. | * Level 1 CIEH or equivalent Basic Food Hygiene certificate |
| Experience | * Experience of working in a catering and/or hospitality environment | * Experience of preparing and serving fresh food |
| Skills & Knowledge | * Able to use general catering equipment, safely and correctly * Capable of moderate physical activity, i.e. lifting saucepans, standing for long periods of time * Able to apply Health and Safety Hygiene Procedures. * An understanding of customer care * The ability to converse at ease with customers and provide   advice in accurate spoken English is essential for the post | * Working knowledge of till systems and cash/card handling * Awareness of current food hygiene standards |
| Personal Qualities | * Team worker with good, communication and interpersonal skills. * Motivated and capable of using initiative * Able to work under pressure, responding to customer needs and complaints and confident in dealing with people * Ability to deal with confrontation * Polite, courteous and friendly towards customers and colleagues * Competent and reliable. * Willing and able to undertake further training   Willing and capable to be flexible and adjust to various duties and hours. |  |