

Job title	Cafe Assistant
Reports to	Café Supervisor
Grade	1
Salary	£8.45 per hour – equivalent to £16,540.88 full time (37.5 hours per week), pro-rata for part-time
Hours	A minimum of 3 hours per day but with additional hours available on busy days. Hours are only for approximately 7 months of the year Easter – October when the cafe is open.

Important note:

This is summarised job description used for recruitment and is supplemented by a fuller version which breaks down tasks into more detail. The full version is used for scoring and grading roles within Brunswick. When a job offer is made, the full job description is provided for the successful candidate to see before accepting the job.

Our mission statement:

To enable people with learning difficulties ('workers') to enrich their lives through work, developing relationships and building communities.

Main purpose of the post

The Café Assistant helps to create a welcoming environment for our customers to enjoy and delivers excellent customer service throughout their visit. The post holder helps with basic food preparation, serves food and drinks, handles payments, clears tables and helps with the washing, drying and putting away of crockery. They will follow food hygiene standards and help make the café a safe environment for all.

Core responsibilities, tasks and duties:

Customer service and experience

- To offer a friendly and warm welcome to customers and deliver excellent customer service throughout their visit.
- To efficiently take customer orders, serve drinks and cakes, and put food orders through to the kitchen.
- To confidently handle sales transactions using our till.
- To respond to any customer complaints fairly, respectfully and assertively.
- To help keep the cafe and kitchen areas clean and tidy. This will include clearing tables, washing up, putting crockery away, emptying the bins as needed etc.
- To ensure good food presentation of cakes/tray bakes, both when displayed and served.
- To contribute to good health and safety in the cafe including ensuring that the café is a tidy and safe working environment.
- To have a good awareness of food hygiene regulations and of food allergies / intolerances.

Supporting volunteers

- Along with the Café Supervisor, to direct and support volunteers with tasks to aid the smooth running of the café.
- Identify training needs and liaise with the Cafe Supervisor about how to meet these.
- To have an awareness of supporting young volunteers (under 18) and of safeguarding children.

Supervising and supporting café operations

- In the rare event of an unplanned absence of the Café Supervisor, to open up and close down the café including ensuring that the buildings and site are locked and secured if you are the last on site.
- To follow and promote good practice around food hygiene standards.
- To contribute to clear record keeping for the cafe eg. fridge temperatures, cleaning records; and any information needed to inform future work or development.
- In the rare event of an unplanned absence of the Café Supervisor, to make decisions with the Weekend Shop Staff and management in response to any unforeseen issues that arise whilst the café is open including deciding if the café needs to close eg. in the event of serious accident.

General responsibilities:

- To be flexible within the broad remit of the post and complete any other duties as may reasonably be required.
- To follow organisational policies, procedures and guidelines
- Maintain and further professional development through participation in training and learning opportunities. Some training is mandatory.
- To be a proactive problem-solver around issues that arise in the cafe.
- To be a supportive member of the wider staff team and take responsibility for your own duties and role.
- To be a positive and professional representative of Brunswick in the wider community.
- To contribute to record keeping and good administration as needed e.g. administration of orders and deliveries etc.
- To be aware of safeguarding and child protection.
- To embrace and promote equal opportunities in our work.

Knowledge and skills	
Basic Food Hygiene Certificate or willingness to undertake training for it	E
Ability to work to food hygiene regulations including food storage and handling, and record keeping as needed.	E
Excellent customer service skills	E
Excellent communication and interpersonal skills	E
Ability to respond to customer complaints fairly, respectfully and assertively	E
Ability to work on your own initiative and be confident to take decisions within your remit	E
Ability to handle cash and card payments	E
Good literacy and numeracy skills	E
Ability to motivate volunteers with enthusiasm and a positive, friendly attitude.	E
Ability to supervise volunteers and direct tasks as needed	E
Able to prioritise and work under pressure to meet deadlines	E
Ability to contribute to record keeping for the cafe	E
Awareness of health and safety, using safe working practices and risk assessments.	E
Awareness of safeguarding including child protection	D
Experience	
Experience of front of house or working in a restaurant or cafe	D
Experience of supporting volunteers	D
Cash handling experience	D
Use of a till and pdq machine	D
Personal qualities	
A highly respectful and positive attitude towards people with learning difficulties.	E
To be a practical, common-sense problem solver and decision maker	E
To be an enthusiastic champion for the Brunswick cafe	E
To be able to keep calm under pressure and focus on working out the solution	E
Friendly, enthusiastic and customer-focussed	E
Punctual, honest and reliable	E
A commitment to and understanding of Brunswick's work.	E
Special criteria	
Able to manage the physical demands of this role i.e. Able to be 'on your feet' for most of the day, carrying trays of crockery etc	E
Ability to attend occasional team meetings outside of the usual working hours.	D
This post is subject to a Disclosure and Barring Service (DBS) check.	E