



The following guidance is designed to help you to complete the application and understand our recruitment process for the position of **Relief Cafe Staff**. Please look at the following **five** pages as they contain important information about the position:

- The information you provide in your application is the **only** information we will use in deciding whether or not you will be short listed for an interview. **Please do not attach a CV as it will not be considered.**
- **The application form including the criminal record form** should be filled in as completely and as clearly as possible. We strongly encourage you to complete the application form using a computer as this gives you more space to describe your skills and experience.
- In Section 4, you are asked to give us more detail about how your skills and experience match our job description and person specification. Before completing this section please consider the following points:
 - The job description and person specification describe the key duties and responsibilities of the post. You should include information about how your skills and experience meet these duties and responsibilities.
 - When telling us about your relevant skills and experience, remember that these can come from your paid employment, voluntary work, family or leisure activities.
- The application form also has a section about convictions, which **must be completed**. This job is subject to a Disclosure and Barring Service (DBS) enhanced check. The reason for this is that Brunswick works with adults who may be considered to be at risk and with young volunteers and therefore we have a duty to consider an applicant's past records. If you have a previous conviction this will not automatically exclude you from being considered for the job. We will take the nature of the convictions into consideration.
- Your completed application form should be returned by midnight on Sunday 19th March 2017. You can return your application by email to admin@brunswickyork.org.uk, by post or by hand (office hours are weekdays 9am – 4.30pm). Our postal address is: Brunswick Organic Nursery, Appleton Road, Bishopthorpe, York, YO23 2RF. Applications received after the closing deadline will not be considered.
- We will confirm receipt of emailed applications. We aim to do this within one working day of receipt. If you do not receive this response, please call 01904 701869 to check whether your application has been received - be sure to do so before the closing date.
- Only applicants who have been short listed will be contacted. Due to our limited resources we are unable to provide feedback on applications.
- Shortlisted applicants will be contacted by phone to arrange interview times. Details of the interview will be confirmed by email if possible, otherwise by phone call and post.
- If you are likely to have any difficulty completing the task or attending an interview due to any impairment or disability, please contact us on 01904 701869 or by email to admin@brunswickyork.org.uk

Role Summary and Background Information

Job Title	Weekend Café Relief Cover Staff
Reporting to	Deputy Manager
Duration	Ongoing but seasonal (April to October)
Salary	£8.45 per hour
Hours	Variable hours to cover absences as needed. This will be a zero hours contract.

The cafe opening hours for customers are 11am-4pm. Depending upon which role is being covered, the start time would be 9am at the earliest and 5pm at the latest.

Currently these hours are for April – October only as our café closes for the winter. The cafe is only open Saturday, Sunday and Bank Holiday Monday so we only require cover for those days. Please see *Important Information* below which explains our seasonal opening hours.

Terms and conditions including holidays	All staff receive equal terms and conditions irrespective of the type of contract. We offer 35 days paid holiday including Bank Holidays. This is accumulated pro-rata for part-time or zero hours contract staff according to the number of hours you work.
Location	Our main Brunswick site in Bishopthorpe
Closing date	Midnight on Sunday 19 th March 2017

Overall purpose of the post

To cover absences of the Café Chef or Café Supervisor. These may be planned absences such as holidays or unplanned absences such as illness.

Important Information

Currently, the cafe is seasonal. It will reopen at Easter 2017 and close at the end of October 2017. This means that the job stops for about 4-5 months each year. If you are available during the week for relief cover work and have the appropriate skills, we may be able to offer you some hours in our other work areas. This role therefore may be best suited to someone who is financially able to manage with a variation in income throughout the year or is happy to work for only part of the year.

About us

Brunswick Organic Nursery is a charity that offers productive supported work for adults with learning difficulties, known as 'workers'. Brunswick has grown and diversified since it opened in 1992 and now offers work activities in horticulture, gardening services, crafts, woodwork, cooking and office

administration. We currently support seventy adults with learning difficulties to work at Brunswick each week. Our workers are aged from 18 up to their 80s and have a broad range of skills.

We are based in Bishopthorpe near York. More information can be found on our website at www.brunswickyork.org.uk If you require any additional information before applying then do feel free to contact us.

Our café is open at weekends and Bank Holidays only. Customers have given us fantastic feedback about the food we serve and their experiences of the café and we are really proud of this. We want our cafe to be a relaxed place where our customers can enjoy fresh homemade food that is largely local, organic and Fairtrade. We are popular with cyclists and families who use the York to Selby cycle track at weekends (the cycle track runs right past our site). On a warm, sunny afternoon, the café has a great atmosphere with customers enjoying our outside seating area. On rainy days, we are much quieter and we would like to see if we can increase business on these days.

What we're looking for

We are looking for Café Relief Staff who could cover either of two staff roles in the café.

To cover the Café Chef, we need you to be a good cook! We don't need anything complicated but we are looking for someone who can work quickly and confidently with simple, fresh food. When there is a rush, you need to be able to deal with it and work with a cool head. We have a small menu that consists of sandwiches, Paninis, quiche, soup and falafel served with a range of salads. Our cooking groups help prepare some of the food in advance. You will need to be able to prepare more of an item on the menu if it is running low. We make a fresh batch of cheese and fruit scones every day and these are very popular. At the moment, we do not serve meat (although we do have some fish on the menu such as a tuna Panini) and so ideally, we'd like you to be enthusiastic about preparing tasty, meat-free dishes. As we use a lot of our own organic vegetables, it helps if you are a confident cook who can decide what to do with any spare veg that makes it way to the kitchen. We hate wasting food so we're looking for someone who can easily decide how to use a glut! We need you to be hardworking, positive and able to use your initiative. You will usually be working without direct supervision so you need to be able to handle any issues that arise in the kitchen and problem solve. You will work alongside the café volunteers and so you need to be a friendly and supportive team member. Our volunteers help with a range of tasks from serving customers to washing the pots. You will also need to clean the kitchen when you close it down for the day to ensure it is clean and hygienic.

The other role to cover is the Café Supervisor who leads the front of house and takes overall responsibility for the smooth running of the café. This involves greeting and serving customers, creating a friendly atmosphere, coordinating our café volunteers on the day and supervising tasks. The Café Supervisor will be responsible for cashing up at the end of the day and resolving any issues that will affect the smooth running of the café each weekend. We need you to be hardworking, positive, able to use your initiative, have great customer service skills and be able to spot what needs doing next. You will usually be working without direct supervision so you need to be flexible, able to

multitask, prioritise, be confident to take decisions and be able to think about what is best for the cafe and our customers. You will be responsible for supporting the cafe volunteers and paid staff and so you therefore need to feel confident supervising others and giving feedback. This will involve training up new volunteers and/or paid staff. You need to keep the café clean and tidy and make sure that food hygiene standards are being met.

Job Description

Main duties and responsibilities for covering Café Chef

- To open up and set up the kitchen. To close down the kitchen at the end of the day including ensuring it is left clean and hygienic.
- To bake fresh scones each day
- To prepare and serve customer food orders
- To replenish menu items as needed e.g., baking another cake, preparing an extra quiche etc.
- To help keep the cafe and kitchen area clean and tidy. This will include clearing worktops, washing pots, loading / unloading the dishwasher etc.
- To handle food in accordance with food hygiene standards
- To keep records as needed for food health and hygiene e.g. fridge temperatures and cleaning records.
- To deliver excellent customer service
- To note any stock that needs replenishing for the week ahead
- To support any volunteers or paid staff in the kitchen
- To be responsible for your health and safety and that of others in the kitchen and more widely, the cafe.

Main duties and responsibilities for covering Café Supervisor

- To open up and set up the cafe. To close down the cafe at the end of the day (and site if last on-site).
- To deliver excellent customer service
- To help keep the cafe and kitchen area clean and tidy. This will include clearing tables, washing up, putting utensils away etc.
- To take customer orders, serve drinks and cakes and to put lunch orders through to the kitchen.
- To supervise and support any volunteers or paid staff in the cafe
- To provide clear guidance and help train up volunteers and/or paid staff.
- To handle food in accordance with food hygiene standards
- To display and serve food such as cakes in an attractive way
- To use an electronic till and handle payments (cash and card)
- To order stock that needs replenishing for the week ahead
- To be responsible for your health and safety and that of others in the cafe.

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 protocols.
- To be a supportive member of the wider staff team and take responsibility for your own duties and role.
- To be proactive in keeping up to date with developments that affect your work.
- To maintain and improve personal competence through participation in training and development activities. Some training is mandatory.
- To be a proactive problem-solver around issues that arise in the cafe.
- To use opportunities to change views about impairment and disability. These could be your own views or those of others, including those of people with learning difficulties.
- To be a positive and professional representative of Brunswick in the wider community. This includes liaising effectively with a wide range of people including customers on a regular basis.
- To be aware of safeguarding both for workers and for volunteers who may be vulnerable.
- To contribute to report writing or respond to verbal requests for information.
- To contribute to the planning and delivery of Brunswick events throughout the year to fundraise and raise awareness of Brunswick.
- To embrace and promote equal opportunities in the work we do.

Person Specification: Weekend Café Relief Cover Staff

E= Essential HD= Highly desirable D= Desirable

Education and Training	Level 2 Food Hygiene certificate	D
Knowledge, skills & experience	Experience of catering and/or front of house in a café or restaurant	H D
	Ability to keep the kitchen and/or front of house area clean and organised	E
	Ability to keep basic records as needed e.g. cleaning record, fridge temperatures etc	E
	Excellent customer service skills	E
	Ability to deal with difficult customers fairly, respectfully and assertively	E
	Good verbal communication skills	E
	Good organiser and able to multitask	E
	Ability to carry out instructions	E
	Ability to work on your own initiative and be confident to take decisions within your remit	E
	Ability to think on your feet and cope with unforeseen circumstances	E
	Good literacy and numeracy skills	E
	Friendly and welcoming approach	E
	Punctual, honest and reliable	E
	Physically fit and able to lift and carry	E
A commitment to, and understanding of, Brunswick's work.	E	
A positive and respectful attitude towards people with learning difficulties	E	
Special criteria	Must have reasonable short notice availability on Saturdays and Sundays to cover unplanned absences such as illness.	E