

Job Description

Job Title:	Coffee Lounge Assistant
Grade:	SCL Grade 2
Responsible to:	Duty Manager
Responsible for:	Designated resources and on occasions other staff.
Hours of Duty:	Various
Qualifications Required:	<p>Essential:</p> <ul style="list-style-type: none"> • Previous experience • NVQ Level 2 or equivalent. • Basic food hygiene certificate and first aid at work certificate, (essential to obtain within 6 months of appointment and desirable at the time of appointment). • Previous customer service experience.

Purpose and Objectives of Post:

To assist with the day-to-day operation of the café at Worsley Leisure Centre with particular emphasis on high standards of food service, cleaning and excellent customer care.

Duties and Responsibilities:

1. Responsible for the efficient and effective production of food and drinks to set standards.
2. Preparation and presentation of food, taking into account special dietary requirements.
3. To assist with monitoring portion control and stock rotation.
4. To promote at all times a professional image of the organisation.
5. Maintain appropriate records and documentation, including temperature monitoring, cleaning checklists and wastage sheets.
6. Ensure excellent customer service.
7. Processing payments using an MIS (management information system) system, and completing cash reconciliation.
8. To participate in promotional and marketing activities.
9. Ensure the care and safe operation of equipment, including the isolation and reporting of faulty equipment.
10. General kitchen and café duties, including basic preparation and cooking activities, and the service of food and beverages.

11. Participation in the cleaning rota to ensure set standards are achieved.
12. To undertake any other such duties that are reasonably commensurate with the level of this post.
13. Assist with routine stocktaking and stock ordering.
14. To accept that everyone has the right to their own distinct identity. To treat everyone with dignity and respect ensuring that customer feedback is valued and fed back into the organisation
15. To actively pursue personal redevelopment development.
16. To support cross-sector working across SCL to ensure delivery of the Community Plan, Education Development Plan, Social Inclusion Policy and Equal Opportunities Policy
17. Ensure compliance with health and safety policy, codes of practice and all government legislation with regard to hygiene, first aid, fire precautions and safety within the café and associated areas.
18. To be prepared to assist in other areas of the centre if requested (and following appropriate training)

Review Arrangements

The details contained in this job description, particularly the principal responsibilities, reflect the job content at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals' jobs will change; existing duties may be lost and other duties gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this job description from time to time and will consult regarding such revisions with the post holder at the appropriate time.

Date, Job, & Description Prepared/Revised: _____

Prepared by: _____

Agreed by Postholder: _____

PERSON SPECIFICATION

POST: Coffee Shop Assistant

GRADE: 2, SCP 10

ESSENTIAL REQUIREMENTS	Assessment Criteria
Skills	
a) Able to work on your or as part of a team.	AF/ I
b) Able to demonstrate the ability to communicate effectively with people at all levels.	I
c) Able to work on own initiative.	AF / I
d) Good oral communication skills.	I
e) Able to complete forms e.g. incident reports, stock ordering forms etc.	AF
f) Good numeracy and literacy skills.	AF / I
g) Cash handling experience.	AF/ I
Knowledge	
a) Basic food hygiene Qualification (obtain within 6 months).	AF/ I / C
b) Knowledge of and ability to apply customer service techniques.	AF/ I
c) Knowledge of Health and Safety requirements.	AF/ I
d) First Aid qualification (obtain within 6 months).	AF/ I / C
e) Marketing techniques in relation to identifying and meeting customer needs.	I
Experience	
a) Experience working within a customer service environment.	AF/ I
b) Previous experience in a catering environment.	AF / I
Other	
a) Available to work shifts/weekends on a frequent basis.	I

DESIRABLE REQUIREMENTS	Assessment Criteria
Skills	
a) Organisation skills in preparing for daily duties	AF / I
Knowledge	
a) Relevant professional qualification I.E. basic food hygiene, first aid etc.	C
b) Cash handling experience.	AF / I
c) Stock ordering experience.	AF / I
d)	
Experience	
a) Two years experience within a customer service environment.	AF

NOTE TO APPLICANTS:

Please try and show in your application whether or not you meet these requirements.

N.B. Where the successful applicant does not hold the Basic Food Hygiene Certificate and/or the First Aid Certificate; an offer of appointment will be made, conditional upon obtaining the former mentioned Certificates within the specified timescale.

KEY:

I = Interview, P = Presentation, C = Certificate, AF = Application Form