

## Job Description and Personal Specification Café Team Member

<b>Contract type:</b>	Permanent contract
<b>Location:</b>	Platform café
<b>Hours:</b>	Daytime with occasional evenings and weekends
<b>Practical requirements:</b>	May support community events
<b>Reports to:</b>	Operations Manager

### Job description

#### What is the overall purpose of the role?

Working as part of our customer-facing team you will ensure that high quality and great value food and drink are prepared and served to café and catering customers from a clean, safe, and welcoming environment. Be a positive role model and engage with young people throughout Lift and Platform, who don't necessarily use the cafe, encouraging them to come in and try eating a variety of food.

#### Key activities and responsibilities

- Preparing and serving food, making coffee and tea and collecting money.
  - Ensuring the café is fully stocked and can meet the menu at all times, notifying the Operations Manager or kitchen staff of any shortage.
  - Clean the café areas, inside and outside and ensure they are safe and hygienic at all times.
  - Check that all café facilities, equipment or furnishings are in good order and to report any damage.
  - Follow the normal operating plan, ensuring correct opening and closing times and setting up and clearing down as required.
  - Assist with preparing food for bookings, ensuring these are ready on time.
  - Monitor expenditure, stock, wastage and use-by dates.
  - To help grow income and manage running costs down.
  - Ensuring the completion of daily financial paperwork and cash handling and that all expenditure is covered by an invoice or receipt.
  - Respond promptly and professionally to any customer feedback, comments or complaints.
  - Welcome anyone who enters the building when you are on shift and when the front desk is not manned, advising them as necessary.
  - Be familiar and up-to-date with all policy and procedures in particular our safeguarding policies. Alert a senior youth worker/engagement manager if you have any concerns about any young person.
  - Uphold the highest standards of health and safety, cleanliness and professionalism and use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.
  - Act as a role model for young people, inspiring them to engage in the services and understand and appreciate the practicalities of running a cafe
  - Any other duties as would be expected of a café worker in a youth hub.
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## Personal Specification

### **1 You are**

- 1.1 Passionate about delivering a high quality food and drink offer
- 1.2 Friendly, cheerful, positive and motivated with every young person or member of the public that uses our buildings

### **2 Education, qualifications or experience**

- 2.1 Experience of working in a catering environment is desirable
- 2.2 A level 2 food hygiene certification is desirable
- 2.3 Barista experience is desirable
- 2.4 Experience of working with young people is desirable
- 2.5 To have or work towards a personal licence

### **3 Knowledge, skills and abilities**

- 3.1 Enjoys multi-tasking in a busy fast-changing environment
- 3.2 Confident with simple mental arithmetic
- 3.3 Positive about embracing challenge and change, open to experimenting and fresh ideas
- 3.4 Looking for development and training opportunities
- 3.5 Believer in supportive environments, sharing with colleagues and putting young people at the heart of everything we do
- 3.6 An understanding of safeguarding children and young people and how to maintain appropriate professional boundaries
- 3.7 An understanding of equality and diversity with the ability to challenge discriminatory behaviour