

JOB DESCRIPTION

Cafe Assistant

Reports to	Café Chef Manager
Hours	Monday to Friday 8am-2pm (6 Hours) or 11.30am-3.30pm (4 Hours)
Annual leave	25 days plus bank holidays (3 days to be taken during Christmas Closure)

Job overview

The Café Assistant is responsible for supporting the day-to-day functions of Jigsaw Trust Social Enterprise Café. The role will involve working both front of house serving customers and also in the kitchen assisting the Café Cook to deliver both an excellent customer experience as well as fresh high-quality food options. The Café Assistant will serve customers, help to prepare and serve hot drinks, breakfasts and light lunches as well as assist in providing volunteering and work place opportunities to young people and adults with autism.

Main duties and responsibilities

- Welcome and interact with customers to provide a friendly and efficient service
- Up sell specials and new menu items to customers, keeping up-to-date with menu changes and associated product knowledge
- Take customer orders and operate the till, handling cash and card payments with care and accuracy
- Prepare hot beverages using the barista coffee machine
- Maintain a clean and tidy environment in the cafe ensuring work surfaces and tables are cleared and cleaned ready for the next customer and displays are fully stocked and well presented
- Take on board all customer feedback and respond appropriately to ensure great customer experience
- Assisting the Café Cook in the preparation of fresh and high-quality food options
- Maintain a clean and tidy environment in the kitchen by ensuring all areas are cleaned, tidied and maintained to the highest standard, including fridges, freezers and the floor
- Clean all kitchen utensils, equipment, plates and cutlery including loading/unloading of dishwashers
- Contribute to work experience opportunities for Jigsaw's adult learners
- Support with placing orders and accepting deliveries from suppliers
- Organise and maintain the store cupboard(s)/storage shelves
- Ensure coffee equipment is cleaned daily and generally well maintained, as per operating instructions
- Assist all team members with the setting up and end of day clear down of the Café and kitchen, following opening and closing procedures
- Promote safe working practice and ensure the security of the workplace is maintained
- Fully comply with Health & Safety and Food Hygiene regulations at all times
- Adhere to all company policies and procedures within defined timescales
- Undertake any other tasks which can be reasonably expected in relation to the role

PERSON SPECIFICATION

Knowledge, skills and experience

- Proven experience of working in a cafe/restaurant/ front of house/customer facing role
- Proven experience of preparing food in a commercial kitchen
- A good standard of personal presentation and a solid understanding of health and hygiene requirements
- Ability to work under pressure - independently and as part of a team
- A friendly, cheerful disposition with a positive, can-do attitude and excellent customer service skills
- Basic Food Hygiene Certificate is desirable but not essential
- Excellent communication and interpersonal skills

Personal qualities

Achieving results

- Contributes positively to the team
- Initiates collaboration with others and spontaneously assists others in the delivery of their work
- Tailors' communication (e.g., content, style and medium) to diverse audiences
- Receives/accepts positive and constructive feedback from peers and other team members

Building relationships

- Strives to consistently meet service standards
- Responds to and anticipates others' needs in a timely, profession, helpful and courteous manner, regardless of others' attitude
- Listens actively, considers people's concerns and adjusts own behaviour in a helpful manner

Planning for the future

- Takes advantage of learning opportunities provided (e.g. courses, feedback from supervisor or peers) to meet requirements of current job
- Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information)

THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment

Caring Person-Centred Continuous Learning Integrity Teamwork