



Café Catering Assistant

Job Description and Person Specification

Position	Café Barista & Catering Assistant
Responsible to	Catering Manager
Hours of work	Monday – Sunday 35hours pw (Flexible to meet business needs)
Rate of pay	NLW for age – pay award pending 1 st April

The purpose of this role is to support the catering team with the day-to-day running of the Café and providing a high standard of customer service.

MAIN DUTIES

- To support the catering team with the day-to-day running of the cafe
- Serve customers efficiently with food and drink orders and take payment
- Ensure the preparation of café counters before, during and at the end of service
- Demonstrate the highest standards of customer service and care
- Ability to audit, monitor stock and waste management
- Ability to build rapport with the team and the public
- Ability to communicate through active listening, clear and concise direction with positive language and approach
- Ability to problem solve
- Ability to innovate and motivate others
- Ability to recognise strengths and get the best out of people
- Give advice, guidance and recommendations on products and menu selections to customers to ensure a positive experience and repeat business
- Ensure adequate stock levels of supplies and consumables for the café area, managing orders and stock rotation
- Ability to use the till and do a final count each day
- Managing customer complaints in the first instance and reporting to catering co-ordinator
- Responsible for security (product & cash), taking payments accurately
- Keeping up-to-date with special promotions and creating displays
- Operate within health, hygiene, food preparation and cooking procedures
- Ensure safe use of kitchen equipment and ensure all HACCP controls are being adhered to, record and monitor working practices and cooking methods,

maintaining the 5-star hygiene rating from the Food Standards Agency/Council ratings.

- To ensure cleaning standards are exceptionally high as expected by the company (training and guidance will be given to achieve this essential requirement)

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Knowledge	Essential	Desirable
Previous working experience as a catering assistant / Barista		✓
Knowledge of till operation and cash handling		✓
Up to date food safety training		✓
Social media and marketing skills		✓
Understanding of importance confidentiality	✓	

Skills	Essential	Desirable
Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome	✓	
Have a friendly and engaging personality, a good communicator, able to work under pressure	✓	
Ability to remain calm and professional	✓	
A current full driving licence and use of a car to enable you to travel to place of work OR Ability and assurance you can get to and from the café at the times required.	✓	✓

Personal Qualities	Essential	Desirable
Positive outlook	✓	
Calm	✓	
Flexible approach to working	✓	
Committed to 4EDEN objects	✓	
Need to be willing to learn and take direction and work under own initiative and able to multi-task	✓	
Experience in working with people with disabilities		✓

Education	Essential	Desirable
A qualification in Health & Social Care		✓
Certificated training		✓
Transferable skills		✓

BENEFITS OF WORKING FOR 4EDEN

- ❖ Enrolment into our **workplace pension scheme** into which 4EDEN contributes 3% of your salary if you meet our qualifying criteria.
- ❖ Enrolment into an **employer paid** healthcare scheme that allows you to claim money towards the cost of dental, optical and other medical expenses and additional benefits for your well-being. With the option to add partner's and free children's cover.
- ❖ Your Birthday off every year
- ❖ NLW payments for each hour of sleep over duty, paid in addition to your salary.
- ❖ Paid travel time between duties
- ❖ Mileage payments when travelling between duties
- ❖ **Every other weekend off**
- ❖ The Care Certificate qualification Qualifications and Credit Framework (QCF) training **employer paid**
- ❖ Your wages BACS into your bank account 3 working days before the end of every month
- ❖ Employee of the month – lucky dip treat
- ❖ Introduce a friend scheme – £100 for you & £100 for your friend (subject to Terms and conditions)

