



Craven District Council
Craven Leisure Services

Job Title: Casual Café Assistant
Service: Craven Leisure
Pay Scale: Scale 1/2, dependent upon experience
(Inclusive rate for weekends and shift working)

Job Role

We are looking for casual café assistants to add to our casual staff bank for our café, Revive.

As a café assistant you will be required to provide an efficient service within the café.

You will need to be naturally outgoing and energetic, demonstrating confidence with a 'can do' attitude. You should also be driven by excellence and attention to detail.

You will be expected to drive sales, whilst maintaining a clean working environment, adhering to all food regulation standards.

Responsibilities of the Role

- Prepare and serve food/beverages from the café facilities, including from mobile catering unit(s), when these become developed and functional.
- To prepare and serve food for booked parties in accordance with the pre-determined party menu.
- To prepare/cook and serve a wide range of hot and cold meals, snacks and beverages in accordance with the designated menu to a high standard, putting customer first and with full regard to food hygiene regulations.
- Be barista trained or willing to undertake barista training.
- To handle cash, operate electronic tills and issue receipts, you may also assist in undertaking reconciliation of cash with till readings daily.
- Ensure that the café area is clean, tidy and maintained to a high standard for a high-quality customer experience.

- To adhere to stock controls, portion control and record systems for food preparation and wastage in accordance with laid down procedures.
- Ensure that all Food Hygiene regulations are being met, proper monitoring and recording procedures are being met and adhered to.
- Assist in routinely cleaning equipment to ensure its optimum working abilities and to meet with food hygiene regulations.
- Undertake any health and safety training as designated by the management team.
- Display a basic level of professional competence and knowledge.
- Report any faults to the café manager (or their deputy) in equipment as soon as reasonably possible
- Promote the good reputation of the Café, providing accurate and detailed information to customers and answering queries as they arise
- Ensure the safety and security of monies, stock and the facility (Café).
- Work as an effective member of the team and promote team working. To work on a shift basis as required covering throughout the range of opening hours including evenings, weekends and on bank holidays.
- Ensure a customer care culture, presenting a positive image through dress and conduct.
- To undertake such other duties related to the work of the Council as may be assigned and which are consistent with the nature of the job, its level of responsibility and within the post holder's technical competence.

Supervised by

Café Manager

Supervisory Responsibilities

None

Special Conditions:

- Must wear the uniform provided when on duty and at no other time.

The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Person Specification

Casual Café Assistant

Knowledge / Qualifications / Training	Essential	Desirable	Verified by
Basic knowledge of all Food Hygiene regulations relating to the storage, preparation and serving of food (Food Hygiene training can be obtained on appointment)		X	Application & Interview
Basic knowledge of Health and Safety matters relating to the Catering Industry		X	Application & Interview
Level 2 Food Hygiene Certificate		X	Application & Interview
HSE First Aid at Work certificated		X	Application & Interview
Barista trained		X	Application & Interview
Experience	Essential	Desirable	Verified by
Experience of working in a catering related role		X	Application & Interview
Experience of using computers	X		Application & Interview
Skills / Abilities	Essential	Desirable	Verified by
Possess a high degree of personal and professional probity, integrity and credibility that sustains the confidence and trust of staff and external partners and stakeholders that foster a positive reputation for the Council	X		Application & Interview
Excellent verbal and written communication skills	X		Application & Interview
Evidence of strong customer focus, engendering continuous improvement to customer experience	X		Application & Interview
Ability to work on own initiative	X		Application & Interview

Ability to work as an effective team member	X		Application & Interview
Ability to work flexible shift hours including weekends, early mornings, evenings, and Bank Holidays	X		Application & Interview
Good numeracy skills	X		Application & Interview
Ability to understand and apply Equal Opportunities policies and procedures	X		Application & Interview
Experience of cash handling, using tills and/or administrative procedures		X	Application & Interview