

JOB DESCRIPTION

Job Title:	Café Assistant
Grade:	SCL Grade 2 (Plus weekend enhancements)
Responsible to:	Café Supervisor/Duty Manager
Location:	Salford Museum & Art Gallery Café
Responsible for:	N/A
Hours of Duty:	10 hours per week Saturday 10:30 - 16:30 Sunday 10:30 - 16:30

Purpose and Objectives of Post:

To assist with the day-to-day operation of the cafés within Salford Community Leisure, with particular emphasis on high standards of food service, cleaning and excellent customer care.

Main Duties and Responsibilities:

1. Responsible for the efficient and effective production of food and drinks to set standards.
2. An understanding of the importance of allergens/intolerances and 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 a till/card reader and completing end of day 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. Place orders with suppliers as required and deal with deliveries effectively and in a timely manner.
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.

Corporate Responsibilities

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be 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 with the postholder at the appropriate time.

Date, Job, & Description Prepared/Revised: February 2022

Prepared by: Ben Philbin

Agreed by Post holder:

PERSON SPECIFICATION – Café Assistant – SCL GRADE 2

The Person Specification is an important part of the recruitment process. It should be read carefully as it will form the basis of shortlisting and ultimately, appointing the successful applicant. You must demonstrate therefore how you meet each of the following criteria in your application.

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>	<u>To be measured by</u>
Qualifications	A Good general education	A Basic food hygiene certificate	A C
Skills	B Basic numeracy and literacy C Excellent verbal communication skills D Able to demonstrate customer service skills E Ability to maintain a safe and clean café environment.	B Basic food preparation skills	A I A I A I A I
Experience	F Experience of working in a customer-focussed environment. G Experience of working as part of a team. H Experience of working to set standards and guidelines. I Experience of cash handling and/or operating a till	C Experience of working within a commercial catering environment.	A I A I A I
Knowledge	J Demonstrate knowledge of working practices to ensure a healthy and safe environment. K Knowledge of techniques to promote customer care.	D Knowledge of marketing techniques.	A I A I

Method of assessment (* M.O.A.)

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview, **P** = Presentation, **T** = Test