

<b>Job Title</b>	<b>Café Barista Assistant</b>
<b>Salary Range:</b>	<b>£9.00-10.30 per hour</b>
<b>Working pattern:</b>	<b>Flexible hours to meet service needs</b> <b>Shift pattern available over 7 days:</b> <b>Monday – Friday (daytime) 10.30am – 2.30pm</b> <b>Monday – Friday (evening) 5.00pm – 10.00pm</b> <b>Saturday &amp; Sunday 7.30am – 3.30pm (rotating pattern)</b> <b>Saturday &amp; Sunday 11.00am – 8.00pm (rotating pattern)</b> <b>Shifts to be deployed flexibly to meet needs of the service. Rest breaks are unpaid.</b>
<b>Responsible to:</b>	<b>Café Barista Manager</b>

The Café Barista Assistants will provide an excellent level of service for the sports café services, following the food service and food quality guidelines set up by the Director of Catering at Folio Education Trust. The focus is for efficient food preparation and delivery for students, staff and external customers. This role is part of our cafe team, which comprises seven friendly, ambitious and hard-working assistants, to offer 7-day shift-based rolling service.

This job description is a newly devolved post and is subject to review and amendment through annual negotiation as the role develops in scope.

## Key Duties

- Preparing and serving food, hot and cold drinks such as coffee, tea, and speciality beverages.
- Cleaning and sanitising work areas, utensils and equipment.
- Cleaning of the service and seating area.
- Describing menu items and suggesting products to customers.

- Servicing customers and taking orders.
- Ordering, receiving and replenishing stock.
- Receiving and processing customer payments.

### **Health & Safety**

- To comply with the requirements of the Health & Safety at Work regulations.
- To take reasonable care of the Health & Safety of fellow employees and to ensure that the Health & Safety guidelines are adhered to.
- To comply with the Coombe Wood School's Health and Safety Policy.

### **Effective Daily protocols**

- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, confidentiality and data protection (GDPR), reporting all concerns to an appropriate person.
- To be responsible for promoting and safeguarding the welfare of children and young people with whom you come into contact.
- Maintain high quality working relationships with staff, students and parents/carers that contribute to creating a productive and happy working environment.

The post holder will be expected to carry out all duties in the context of and in compliance with all Trust's policies and procedures and in compliance with our Equal Opportunities Policies and Code of Conduct.

### **Other Duties**

- Participate in training and other learning activities as required.
- Attend and participate in meetings as required.
- Perform all other reasonable requests as required within the grading of your post.
- Respect confidentiality at all times.

The duties described in the Job Description may vary or be amended from time to time without changing the level of responsibility associated with the post. It will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the postholder.

# Café Barista Assistant - Person Specification

<b>Qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>➤ GCSE level qualifications including English and Maths</li> </ul> <p><b>Optional / useful</b></p> <ul style="list-style-type: none"> <li>➤ Intermediate Food hygiene &amp; safety (level 2) or equivalent</li> <li>➤ Barista training certification from any recognised training authority, London School of Coffee SCA (Specialty Coffee Association) or C &amp; Guilds International Barista Certification</li> <li>➤ Health &amp; Safety training</li> </ul>
<b>Experiences</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>➤ Experience of retail service within an established café chain.</li> <li>➤ Experience of working in a busy retail environment with high volumes of customers</li> <li>➤ Working with fresh food</li> <li>➤ Working in a restaurant or bar</li> </ul>
<b>Knowledge and Skills</b>	<p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>➤ Understanding what good customer service looks like</li> <li>➤ Knowledge of food intolerances, specific diet regimes and allergies is essential.</li> <li>➤ Grasp of ICT and competent use of relevant IT within the workplace</li> <li>➤ Display a confident approach to service skills</li> <li>➤ Ability to work well within a team</li> <li>➤ Good organisational skills and ability to prioritise</li> <li>➤ Knowledge of basic Health and Safety guidelines</li> <li>➤ Understanding and appreciation of working in a school context and how the role contributes to safeguarding and positive outcomes for students</li> </ul>
<b>Personal Qualities and Attributes</b>	<ul style="list-style-type: none"> <li>➤ Range of communication skills to deal with both children and adults</li> <li>➤ Confident approach to customer service skills</li> <li>➤ Friendly, approachable personality</li> <li>➤ Energy, drive, commitment and enthusiasm</li> <li>➤ The capacity to cope in busy high pressure environments and remain calm,</li> <li>➤ Reliable, honest and trustworthy</li> <li>➤ Ability to work unsupervised and deliver quality work</li> <li>➤ Work well within, and contribute to, the team effort</li> <li>➤ Good sense of humour</li> <li>➤ Adaptable to change and willing to learn new ideas and processes</li> <li>➤ A commitment to equal opportunities</li> <li>➤ A commitment to safeguarding and promoting the welfare of children and young people</li> </ul>