

**Job Description and person specification**

**Job Title:** Cafe Assistant

**Salary range: 4**

**Hours:** 30 hours per week Weekend Working included

**Department**: Income Generation - Retail

**Location:** Whitestone Business Park, Hereford. HR1 3SE

**Reports to:** Whitestone Retail Manager

**Responsible for:** Supporting volunteers on shift (circa 20 across the week)

**Job Purpose:** To serve a variety of hot and cold drinks, light lunches, snacks and cakes to customers and visitors to the site. To deliver and maintain high standards of food preparation and customer service, to attract good footfall to the cafe and repeat custom.

**Responsibility Areas:**

* Serve hot and cold drinks, cakes, snacks and light lunches to customers and visitors to the site.
* Always ensure cleanliness and good organisation of the cafe.
* Handle cash and credit/debit transactions and input accurately information into the E-productive till.
* Carry out cashing up procedures and run appropriate till reports.
* Provide excellent customer service and deal with any requests or queries in a friendly and efficient manner.
* Store and prepare foods in line with Food Hygiene Legislation
* Assist with labelling, inventory management and restocking of supplies
* Nurture and support volunteers to provide the best service levels
* Deliver the menu by preparing and serving of food to the general public to provide a high-quality offering.
* Assist the Cafe Supervisor with staff and volunteer rotas to ensure optimum coverage for opening times.
* Supervise volunteers in safe food handling procedures
* Monitor food usage and wastage and contribute ideas to management.
* Ensure temperatures of appliances are regularly recorded.
* Ensure temperatures of food are recorded in line with required procedures.
* Ensure that the catering on site conforms to both dietary and legislative standards.
* Demonstrate an active passion for food and drink preparation, using fresh produce.
* Ensure that cleaning schedules are completed daily and recorded.
* Ensure all Hospice policies and procedures are followed

**Financial Management**

* Assist with all financial procedures regarding daily cash handling

**People Management & Communication**

* To assist in the recruitment supervision and retention volunteers including allocation of volunteer duties, completing rotas and oversight of their work and wellbeing
* Ensure that hospice safeguarding procedures are followed
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* Actively participate in volunteer recruitment.

**Legislative Compliance**

* Ensure compliance with all Hospice Health & Safety (H&S) policies and procedures.
* Ensure compliance with all statutory and Environmental Health regulations
* Ensure compliance with all relevant Trading Standards
* Ensure that General Data Protection Regulation (GDPR) is adhered to in all areas.
* Participate in risk assessments with appropriate Manager.

**Recycling & Waste Management**

* Ensure safe waste management procedures are adhered to.
* Liaise with Warehouse manager to ensure safe and appropriate disposal of waste

**Property Maintenance**

* Monitor and communicate any maintenance issues to Whitestone Shop Manager
* Ensure that all equipment is safe to use.
* Administer the rules of good housekeeping in all areas.

**Person Specification**

**1) Specialist Knowledge and Experience**

* Food Hygiene/Handling Qualification.
* Knowledge of Health & Safety, Manual Handling
* Basic IT skills

**Desirable**

* Experience of working in catering
* Experience of working with volunteers

**2) Skills and Behaviours**

**Essential**

* **Customer Focus:** Puts the customer first and is eager to please them. Works hard to meet customer needs.
* **Interpersonal sensitivity:** Interacts with others in a sensitive and effective way. Respects and works well with others.
* **Resilience:** Maintains effective work behaviour in the face of setbacks or pressure. Remains calm, stable and in control of themselves.
* **Personal motivation:** Commits self to work hard towards goals. Shows enthusiasm

**3) Special Conditions**

* Physically demanding.
* Extended periods of standing and turning.
* Kitchen with limited space.
* Exposed to regular hazards such as sharp instruments, hot liquids, and electrical catering equipment- grill, coffee maker, microwave etc.
* Potentially high risk of slips and trips in catering area.
* Lunch breaks sometimes disrupted due to business demands.
* Possible contact with bereaved individuals.

**Our values**

* Respect, dignity and the privacy of our patients and families always come first
* Compassion and respect towards each other
* People are at the heart of everything we do
* Transparency and candour
* Collaborative working and a common-sense approach

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers, and staff are treated fairly, appropriately and with dignity and respect.

March 2024