

**Job Description**

**Job Title:** Bank Coffee Shop Assistant

**Band:** 4

**Department**: Retail

**Reports to**: Coffee and Bookshop Manager

**Responsible for:** Supervising volunteers

**Job Purpose:** To provide quality service in all aspects of the Coffee shop including safe handling of food procedures.

**Responsibility Areas:**

**Catering**

* Prepare food in accordance with menus planned by Manager.
* Deliver a high standard of customer service at all times.
* Ensure that safe handling procedures are followed ensuring the retention of 5 star establishment.
* Monitor food usage and wastage to increase income potential whilst maintaining budgetary limits.
* Ensure temperatures of appliances are regularly recorded.
* Ensure temperatures of deliveries from authorised suppliers are recorded.
* Ensure temperatures of cooked food are recorded.
* Ensure that catering activities are conforming to both dietary and legislative standards.
* Demonstrate an active passion for modern trends and fresh produce, using fresh ingredients and seasonal produce.
* Ensure that cleaning schedules are completed daily and recorded.
* Maintain kitchen and cooking areas, store room, toilet and catering equipment are kept in a clean and safe condition.
* Provide training and guidance to fellow staff and volunteers in all areas of catering business.
* Comply with all financial procedures with regard to daily cash handling and reconciliation and that appropriate paperwork is completed.
* Ensure that all Hospice retail policies and procedures are followed.

**Communication**

* Liaise with catering and retail staff including volunteers.
* Liaise with suppliers of food products.
* Ensure that hospice safeguarding procedures are followed.
* Actively participate in volunteer recruitment.
* Attend regular staff/volunteer meetings within the shop.

**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 all regular Fire and H&S checks.

**Property Maintenance**

* Monitor and communicate any maintenance issues to Manager.
* Ensure the security of the building at end of day via security alarm system.
* Attend out of hours emergency call outs when necessary- secondary key holder.
* Ensure that all equipment is safe to use.
* Administer the rules of good housekeeping in all areas.

**Person Specification**

**1) Specialist Knowledge and Experience**

**Essential**

* NVQ level 2 in catering (training given if required)
* Level 2 Food Hygiene Qualification (training given if required)
* Knowledge of COSHH regulations

**Desirable**

* One year’s experience of catering establishment
* Knowledge and experience of working with HACCP (Hazard Analysis and Critical Control Point)
* Knowledge of Health & Safety, Manual Handling and Trading Standards
* Basic IT skills

**2) Skills and Behaviours**

**Essential**

* **Quality Orientation:** Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
* **Relating to others:** Relates well to different types of people, listens and gets on with them. Quickly builds rapport and establishes relationships.
* **Team working:** Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.
* **Organisation:** Able to organise own time efficiently.
* **Reliability:** Follows direction from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.
* **Customer focus:** Puts the customer first and is eager to please them. Works hard to meet customers’ needs and looks after their interests.
* **Resilience:** Maintains effective work behaviour in the face of setbacks or pressure. Remains calm, stable and in control of themselves.

**3) Special Conditions**

* Cover for manager in periods of holiday or sickness - key holder.
* Physically demanding.
* Long periods of standing and turning.
* Hot, humid kitchens with limited space.
* Exposed to regular hazards such as sharp instruments, hot liquids, and electrical catering equipment- grill, oven, microwave.
* Potentially high risk of slips and trips in catering area.
* Lunch breaks sometimes disrupted due to business demands.
* Contact with bereaved individuals.

**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.

May 2022