

JOB DESCRIPTION

Job Title: Café Coordinator – Communita Too

Report to: Boldmere Communita Cafe Manager

Responsible for: Cafe Volunteers

Hours of Work: 15 hours per week to start
Friday & Saturdays 8:30am – 4:30pm (30 min lunch)

Salary: £9.50 per hour

Location: Kings Norton

Contract Type: (i.e. permanent, fixed term etc.) Up to end of July 2022 with possible extension.

Job Purpose

To carry out a range of duties necessary for the coordination and smooth running of a new community café. Creating a welcoming and professional atmosphere for both individual customers and groups which use the venue. We are looking for someone with a flair for being creative with ingredients to create a variety of weekly specials and seasonal specials.

Our aim is for the cafe to be an accessible hub, where the community can take part in a variety of innovative, meaningful and supportive social activities and events which will increase social interaction between different groups of people, creating stronger, friendlier local communities where healthy food and drinks will be served at a low cost, benefiting people on low incomes.

Must have Food Hygiene Level 2 and previous catering experience.

1. To prepare café for opening, closing each day, ensuring the day to running of the café is to a high standard at all times
2. To deal with customers and take orders, deal with enquires, requests and any complaints in a positive manner at all times
3. To prepare food and drinks to a high standard and serve to clients in line with Food Handling / Hygiene Regulations.
4. To handle money and take card payments, dealing with float and cashing up.
5. To support café staff and volunteers.
6. To keep clean and clean all equipment, working surfaces, tables, counters, floors and walls within the kitchen and cafe area.

7. To comply with Food Hygiene regulations and maintain a high degree of personal hygiene at all times.
8. To assist with receiving and storing of food orders and deliveries ensuring appropriate rotation of products.
9. To ensure compliance with all catering quality procedures as defined within the relevant manual.
10. To comply with all the agreed policies and procedures of Age Concern Birmingham.
11. To liaise with external professionals, Food Standards Agency, Local authority and suppliers in a professional manner at all times
12. To provide excellent customer service to all customers ensuring they feel welcome at all times.
13. To work with and support café volunteers to cover café duties, ensuring a smooth, efficient and safe service and environment for staff, volunteers and customers.
14. To maintain an accurate log of temperature records and controls, for audit and inspection.
15. To work as an integral part of the overall organisation's team, supporting all colleagues in ensuring a quality service is provided to customers at all times.
16. Any other tasks required within the role

Skills & Qualifications:

- Excellent interpersonal skills with the ability to reach and communicate with a wide range of people.
- Willingness to learn new skills
- Food Hygiene Level 2

Special Conditions:

None

*This is a description of the job as it is at present. It does not form part of the contract of employment.
Job Definitions are regularly reviewed and altered when necessary in conjunction with the post holder.*

*Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:
Promoting good practice and prevention of harm and abuse to ensure allegations of abuse or suspicions
are dealt with and the person experiencing abuse is supported*

PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
<p>Skills, Knowledge, Abilities</p> <ol style="list-style-type: none"> 1. The skills and a creative flair to produce various menu specials. 2. Ability to communicate effectively with people of all ages and backgrounds 3. Knowledge of and sensitivity to the needs of older people 4. Excellent customer care skills 5. Understanding of equal opportunities principles 	<p style="text-align: center;">✓ ✓ ✓ ✓ ✓</p>	
<p>Previous Experience</p> <ol style="list-style-type: none"> 6. Experience of working in a cafe environment 7. Experience of working as part of a team 8. Ability to supervise staff and volunteers 9. Ability to create value for money meals on an ongoing basis with a variety of ingredients. 	<p style="text-align: center;">✓ ✓ ✓ ✓</p>	<p style="text-align: center;">✓</p>
<p>Qualifications</p> <ol style="list-style-type: none"> 10. Current Food Hygiene Level 2 or equivalent 	<p style="text-align: center;">✓</p>	

November 2020

