

## **JOB DEFINITION**

**JOB TITLE:** Café Worker – Hawkesley Community Centre

**SALARY:** Dependant on age

**HOURS:** Zero hours

**LOCATION:** Hawkesley Community Centre, Kings Norton

### **JOB PURPOSE:**

To carry out a range of duties necessary for the running of a busy community café. Creating a welcoming and professional atmosphere for both individual customers and groups which use the venue.

### **FUNCTIONAL REPSONSIBILITY:**

1. To prepare café for opening each day.
2. To take food and drink orders.
3. To prepare food and drinks food and serve to clients in line with Food Handling / Hygiene Regulations.
4. To handle money and take card payments.
5. To support café volunteers.
6. To clean all equipment, work surfaces, tables, counters, floors and walls within the kitchen and cafe area to comply with cleaning rota.
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 wash-up on a clean as you go basis.
10. To ensure compliance with all catering quality procedures as defined within the relevant manual.
11. To comply with all the agreed policies and procedures of Age Concern Birmingham.

### **RELATIONSHIP RESPONSIBILITY:**

1. To provide excellent customer service to all customers ensuring they feel welcome at all times.
2. 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.
3. To maintain an accurate log of temperature records and controls, for audit and inspection.
4. 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.
5. Any other tasks required within the role.

**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.*

**PERSON SPECIFICATION**

**Café Worker**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>Experience:</b></p> <p>1. Experience of working or volunteering in a kitchen / dining environment</p> <p>2. Experience of working as part of a team</p>	<p>*</p> <p>*</p>	
<p><b>Knowledge, Skills and Abilities</b></p> <p>3. Ability to communicate effectively with people of all ages and backgrounds</p> <p>4. Knowledge of and sensitivity to the needs of older people</p> <p>5. Customer care skills</p> <p>6. Understanding of equal opportunities principles</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p>	
<p><b>Education and Qualifications</b></p> <p>7. NVQ Level 2 Catering &amp; Hospitality or equivalent</p> <p>8. Minimum Level 2 Hygiene Certificate</p> <p>9. Gov.uk allergen training certificate</p> <p>10. Good standard of education</p> <p>11. Evidence of job related training</p>	<p>*</p> <p>*</p>	<p>*</p> <p>*</p>
<p><b>Personal Characteristics:</b></p> <p>12. Positive attitude towards service delivery</p> <p>13. Customer focused</p> <p>14. Willingness to uphold Age Concern Birmingham's values</p> <p>15. Has integrity and is trustworthy</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p>	