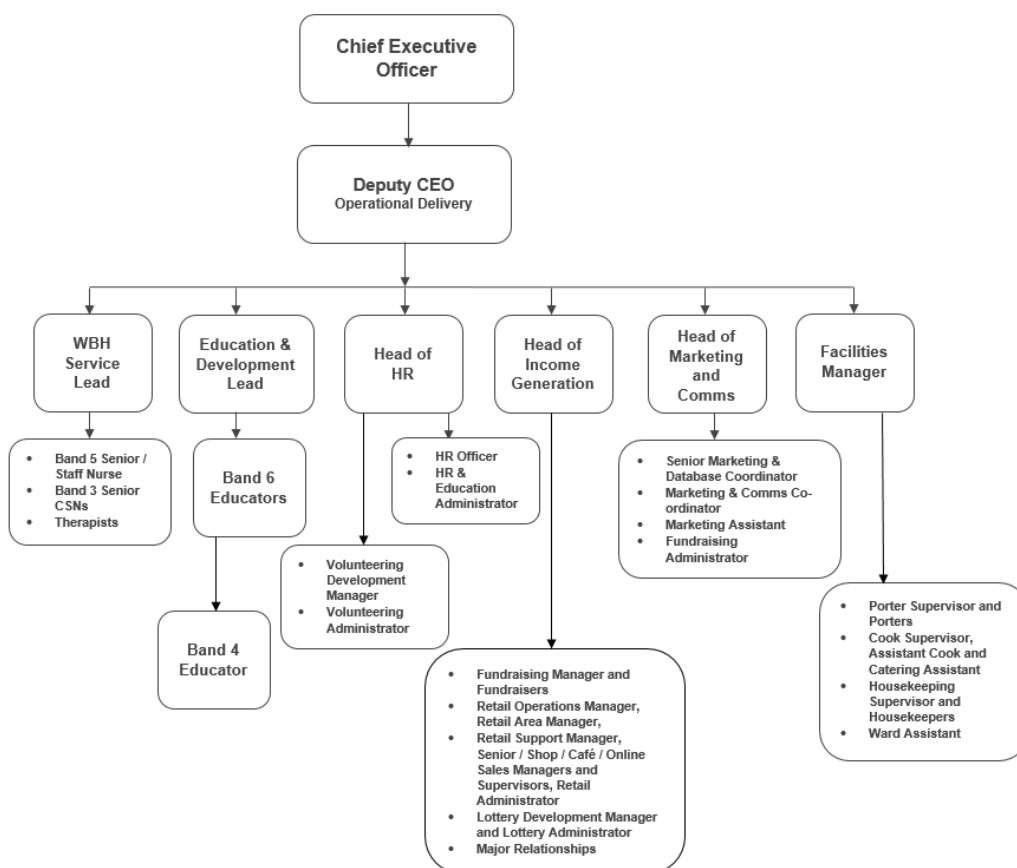


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Café Assistant</b>
<b>Department:</b>	Income Generation
<b>Post Holder:</b>	tbc
<b>Grade:</b>	<b>Admin 1</b>
<b>Reports to:</b>	Café Manager

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	To support the Café management team to maximise profit for Bolton Hospice through the effective operational supervision of the hospice's café.  Support volunteers to deliver an excellent customer experience.
<b>Key Working Relationships:</b>	Café Management Team Volunteers Customers

## ***Role Responsibilities:***

### **Café Operations**

- Actively contribute to the smooth running of the Cafe, generating income by upselling.
- Prepare and serve food and drinks, consistently providing a high level of customer service.
- Handover important information to the Café Manager or other staff to ensure the café operation is consistently maintained.
- Minimise wastage through supporting effective ordering and stock control procedures, including stock rotation on a first in, first out basis.
- Provide high levels of customer service and ensure these are maintained by volunteers.
- Undertake food safety checks and be responsible for complying with all food safety and hygiene regulations.
- Undertake regular cleaning of the café (including food preparation areas and WCs) to high standards, maintaining excellent levels of hygiene.
- Identify opportunities to increase income generated from the café's activities in consultation with the Café Manager.
- Manage deliveries of goods in and disposal / recycling of waste in line with agreed procedures.
- Effectively deal with any customer complaints and escalate to the Café Manager to continually improve service and quality.

### **Financial & Reporting**

- Assist with cash handling and financial procedures including cashing up, reconciliation, managing floats, petty cash and banking on a daily basis.

### **Teamwork & Collaboration**

- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Provide cover for other members of the Cafe team as required.

### **Other**

- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Café Manager or Café Assistant Manager.

## ***General Responsibilities:***

### **Health and Safety**

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

### **Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

### **Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

### **Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

### **Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

### **Continuous Personal Development**

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

### **Valuing Equality and Diversity**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

### **Living Our Values Everyday**

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Café Assistant</b>
<b>Department:</b>	Income Generation
<b>Grade:</b>	Admin 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Good standard of education	Level 2 NVQ in Food Preparation & Cooking or equivalent Level 3 Supervising Food Safety for Catering certificate Level 2 Food Hygiene & Safety certificate	Application Form
<b>EXPERIENCE</b>	Experience of dealing with the public	Experience working within a professional catering / hospitality environment Experience of food and beverage preparation (training provided) Experience of implementing and maintaining relevant food safety control documentation (training provided) Experience of working with volunteers Knowledge and understanding of working to and achieving financial targets	Application Form Interview
<b>SKILLS</b>	Engaging and confident communication skills		Application Form Interview
<b>KNOWLEDGE</b>		Knowledge of HACCP (Hazard Analysis and Critical Control Point) (training provided) Knowledge of Health & Safety legislation in relation to catering (training provided)	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Willingness to work weekends Self-motivated and able to use initiative Able to work under pressure Strong teamwork ethic A commitment to the vision and values of Bolton Hospice		Application Form Interview