

## **TOTTON & ELING TOWN COUNCIL**

### **Job Description & Person Specification**

<b>JOB TITLE</b>	<b>Junior Café Assistant</b>
<b>SCP</b>	<b>NA</b>
<b>LOCATION</b>	<b>Mill Café and Visitor Centre</b>
<b>RESPONSIBLE TO</b>	<b>Café Supervisor</b>

#### **MAIN PURPOSE OF JOB**

- To operate as part of a small team providing an efficient and effective service of hot and cold refreshments to customers of the Eling Tide Mill Experience and to provide support to Events held at ETME.
- To present a professional image when in the role of representative for the ETME
- To participate in the promotion of the ETME to new and returning visitors

#### **KEY TASKS**

- **CAFE**

Clean and wipe tables and all working surfaces, wash-up/dish wash all used utensils, crockery etc.

Maintain Cafe and kitchen area and keep in a clean and tidy manner, and ensure equipment is maintained in good working order through cleaning and reporting any problems to Cafe Supervisor or ETME Manager.

When requested serve customers and prepare drinks and both hot and cold food in line with the daily menu.

On occasion assist with group catering, supporting Café Supervisor with planning and preparation including out of normal opening hours.

- **CUSTOMER SERVICE**

Greet customers to the Mill Café and/or Visitor Centre.

Maintain a polite, friendly, caring attitude to customers/visitors. Respond to any queries during their visit.

Answer telephone and deal with enquiries/take messages as appropriate

○ **FINANCE**

When requested and only after full training operate the till with transactions.

Assist with stock taking and stock management.

○ **HEALTH & SAFETY**

Ensure you are aware of the 'Safer Food Better Business' Manual and use this for any guidance you may need on Food Hygiene.

Participate in the appropriate level of training for health & hygiene requirements in order to meet legislation.

○ **ADMINISTRATION**

Agree on work patterns with Café Manager. Complete holiday forms within policy timeframes.

Completion of weekly timesheets recording hours and detailed explanation of any additional hours

Participate in training development opportunities and contribute to the appraisal scheme

○ **OTHER**

Be aware of health and safety issues, implementing appropriate practices and raising health and safety problems

Adhere to all policies and procedures of the T&ETC

Any other reasonable and relevant tasks as required by the ETME Manager & T&ET Council.

**WORKING CONDITIONS**

The following section provides an outline of the working conditions that may be encountered in this role.

Manual Handling

- Objects, less than daily requirement, 6-10kg

Job Characteristics

- Working with heat producing equipment
- Working with water
- Working with all ages
- People with special needs

Work Environment and Equipment

- Grill, Hob, Barista machine, Toaster, Blender, Water Boiler, Dish Washer, Panini Press, Fridge's and Freezers.

<b>Person Specification</b>	
<b>QUALIFICATIONS</b> <ol style="list-style-type: none"> <li>1. Food Hygiene</li> <li>2. Hospitality</li> <li>3. Customer Services</li> <li>4. Health and Safety</li> </ol>	D D D D
<b>SKILLS</b> <ol style="list-style-type: none"> <li>1. Good people and communication skills</li> <li>2. Good organisational skills</li> <li>3. Ability to maintain professional boundaries</li> <li>4. Ability and willingness to respond positively and effectively to change and innovation.</li> </ol>	E E E E
<b>KNOWLEDGE</b> <ol style="list-style-type: none"> <li>1. Of working within the fields of Food, Catering, Hospitality or Events</li> <li>2. Of kitchen equipment</li> <li>3. Of food hygiene</li> </ol>	D D D
<b>EXPERIENCE</b> <ol style="list-style-type: none"> <li>1. Of working in a food outlet or environment</li> <li>2. Of preparing, cooking and presenting food items</li> <li>3. In the operation of kitchen equipment</li> <li>4. Money management and working with a cash till</li> <li>5. Of working with the public</li> <li>6. Of working as part of a team</li> </ol>	D D D D D D
<b>OTHER</b> <ol style="list-style-type: none"> <li>1. Able to work a flexible work pattern</li> <li>2. Be willing to undertake unsociable hours as required</li> </ol>	E E

E = Essential criteria  
D = Desirable criteria

This person specification describes the requirements for the above post and lists the identifiable qualities, qualifications, experience and knowledge required to deliver this post. It is used as a recruitment tool to set the criteria by which selection occurs. It will be used as the initial basis for short-listing of applicants and the criteria against which candidates will be compared and contrasted in competition for the final selection.