

TOTTON & ELING TOWN COUNCIL
Job Description & Person Specification

JOB TITLE	Café Assistant
SCP	13-16
LOCATION	Mill Café and Visitor Centre
RESPONSIBLE TO	Café Supervisor

MAIN PURPOSE OF JOB

- Establish, maintain and develop effective working and maintenance practices for the Tide Mill
- 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
- To support paid and volunteer staff connected to the Tide Mill Experience

KEY TASKS

- **CAFE & EVENTS**

Serve Customers and prepare drinks and food both hot and cold in line with the daily menu and ensure all food sold and/or prepared is fit for consumption (e.g., not past its use by date) ensuring stock rotation of stored food.

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.

Assist with group catering and ETME events, supporting Café Supervisor with planning and preparation including participating in staffing the event, including out of normal opening hours.

○ **CUSTOMER SERVICE**

Greet customers to the Mill Café, Visitor Centre or Event.

Maintain a polite, friendly, caring attitude to customers/visitors. Respond to any queries during their visit, and co-operate with colleagues to facilitate overall smooth running of the buildings.

Assist as required with events delivered in or through the ETME.

Assist as required with display of exhibitions and ensure displays are neat and tidy.

Answer telephone and deal with enquiries/take messages as appropriate.

○ **HEALTH & SAFETY**

Maintain Environmental Health standards as per guidelines and annual report.

Ensure you are aware of the 'Safer Food Better Business' Manual and use this for any guidance you may need on Food Hygiene. Diary and paperwork for manual to be completed daily.

Complete food wastage record book on a daily basis.

Comply with the Council's Health & Safety policy and ensure that at all times the post holder, colleagues and visitors' HASAW needs are met in accordance with guidelines issued by the Civic Centre.

Unlock building and report any faults immediately to Cafe Supervisor or relevant responsible person.

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

○ **FINANCE**

Assist when required with purchasing Cafe supplies. Provide receipts and invoices for cafe purchases, and balance petty cash where necessary.

Operate till with daily till transactions and refunds. Assist as necessary with balancing Petty Cash and provide Civic Centre with receipts and Petty Cash Slip on daily/weekly basis as directed.

Assist with receiving and checking deliveries for Visitor Centre and Mill Café.

Assist with stock taking and stock management (Including price adjustments and disposal of out-of-date stock) as directed by Café Supervisor.

○ **ADMINISTRATION**

Agree on work patterns with Café Supervisor. Complete timesheets and holiday forms within policy timeframes.

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

Participate in training development opportunities and participate in the annual appraisal process.

○ **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 Totton & Eling Town Council.

Any other reasonable and relevant tasks as required by the ETME Manager & Totton & Eling Town Council.

Person Specification	
QUALIFICATIONS 1. Food Hygiene 2. Hospitality 3. Customer Services 4. Health and Safety	D D D D
SKILLS 1. Excellent people and communication skills 2. Good organisational and administration skills 3. Ability to manage deadlines and priorities 4. Ability to maintain professional boundaries 5. Ability and willingness to respond positively and effectively to change and innovation.	E E E E E
KNOWLEDGE 1. Of working within the fields of Food, Catering, Hospitality or Events 2. Of kitchen equipment 3. Of food hygiene 4. Interest in the Tide Mill 5. Interested in local history, historic sites or heritage	D D E D D
EXPERIENCE 1. Of working in a food outlet or environment 2. Of preparing, cooking and presenting food items 3. In the operation of kitchen equipment 4. Of leading or working at public events 5. Money management and working with a cash till 6. Of working with the public 7. Of delivering quality support and customer service 8. Of working independently and as part of a team	D E E D E D E E
OTHER 1. Able to work a flexible work pattern 2. Be willing to undertake unsociable hours as required	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.