

Café Staff – Part time

Paid at National Minimum wage rate

Reach Cafe, Balderton Field, Newark

1 weekday per week, including Bank Holidays plus one weekend in 3 (seasonal opening hours may increase in Summer months)

(closed 2 weeks over Christmas period)

Subject to suitable references and enhanced DBS check

Job Purpose:

To be responsible for providing the food and beverage service and compliant day-to-day running of a community café, welcoming customers from the local Balderton area, working alongside volunteers, adults with learning disabilities and developing positive relationships with other Reach staff and families. Prepare and serve popular and healthy food and drink. Maintain and enforce good housekeeping and a hygienic environment, completing essential documentation to maintain a 5 star rating for food hygiene.

Reporting to Reach Cafe Centre Manager

Key Responsibilities:

Cafe Operations

Opening/closing up, keys/security alarm control

Till and cash reconciliation

First aid, managing risk, maintain accident book and reporting to manager any incidents

Stock rotation, minimising waste

Compliance with all Environmental Health and Fire regulations, food and premises hygiene

Food/Drink preparation and service, clearing away

Customer service, handling suggestions and complaints

Equipment cleaning to schedule required

Completion of documentation, temperature records, cleaning schedules, inc toilets

Key relationships

- Develop a collaborative and mutually supportive relationship with the **Cafe Manager**, especially to support the work with Reach clients with learning disabilities
- Establish an open and positive relationship with **customers**, getting to know your regulars, asking for feedback and seeking out new customers within the community. Grow the sales potential and frequency of visitors
- Maintain a positive and open line of communication at all times with the **Balderton Parish Council team**, as landlords, neighbours and supporters of the cafe and with **Police Community Support Officers** where required
- Support **volunteers** who work in the cafe, some with clients, providing clear instruction

Promotions

- Promote the charity by displaying up-to-date posters, table talkers and leaflets, occasionally selling tickets
- Support events such as summer fayre, Christmas market, park run, lakeside walks and workshops
- Support daytime interest talks or activities, and support community initiatives, where appropriate

- Maintain customer interest in the menu through specials board and signature dishes

Administration/Measurement/Reporting/budgets

- Maintain documentation in relation to hygiene, health and safety, day-to-day operations
- Report on wastage and cash reconciliation variances

Personal Attributes:

- Commitment to outstanding hygiene, customer service and value, pride in a 'job well-done'
- Interest in working directly alongside people with learning disabilities
- Confidence to supervise staff to maintain the highest standards
- Drive, energy and enthusiasm, positive, resilient, adaptable
- Calm and clear thinking under pressure, well-organised team player
- Commitment to achieving extraordinary outcomes, beyond expectation
- Happy to provide flexible working hours, including Saturdays, Sundays and Bank Holidays
- Ambition to develop and expand role and responsibilities
- Role model to other staff, good timekeeper, reliable attendance
- An understanding of the barriers people with learning disabilities face
- Creative, innovative approaches to problem solving, willingness to try new things

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REQUIREMENTS	
Essential	Desirable
<p>Demonstrates (through knowledge, skill and experience) outstanding commitment to excellent hygiene and presentation, including premises, equipment, food and personal hygiene.</p> <p>Up to date experience and training in Food Safety Management Procedures</p>	<p>Evidence of managing situations where 5*standards have not been met</p>
<p>Is able to communicate well verbally, maintain written records, produce menus, count stock , operate an EPOS till system and maintain timesheets</p>	<p>Ability to use online, EPOS till and ordering system, Experience of Outlook, Microsoft 365, Sharepoint, Excel</p>
<p>Has experience of working with vulnerable people, those at risk or in social care setting. Understands diversity and inclusion</p>	<p>Experience of working with people with Learning Disabilities Knowledge of Signs and Symbols / Makaton</p>
<p>Minimum NVQ 2 Food Safety and Hygiene</p> <p>First Aid Trained</p> <p>Can demonstrate experience of record-keeping procedures for Safer Food Better Business systems</p>	<p>Qualification at NVQ 3 Hospitality Supervision and Leadership or equivalent</p>
<p>Can demonstrate good working practice as part of a small team, handling pressure</p>	
<p>Has an understanding of the importance confidentiality</p>	<p>Experience of managing data confidentially in relation to service users and colleagues</p> <p>Evidence of respecting rights, privacy and dignity of others</p>
<p>Has experience of customer service and preparing/cooking simple meals</p>	<p>Experience of lone working, multi-tasking catering environment</p>
<p>Has references to confirm trust and experience in the handling of cash, card and banking, end - of-day procedures and reporting</p>	<p>Maintaining electronic till system</p>