



Job Title	Café Team Member – sabbatical cover
Reports to	Café Manager
Department	Community Development
Working Hours	35 hours per week (working pattern to be agreed)
Competency Level	C1

Main purpose of job

You will assist in the smooth running of our Community Café in the Southville Centre, which sits at the heart of our main Community venue. The Café is used by a wide range of customers, from our nursery aged children and families to our older people's groups, BS3 Community Development staff, and participants in centre activities and social clubs. Your role will involve serving food and drinks to customers, preparing food in the kitchen and setting up and closing down the café.

You will provide high quality customer service in a busy café environment that serves the community in aiming to provide a welcoming, inclusive and sustainable space. You will also be part of a team who are keen to develop the Cafe as a social hub, events space and meeting point for the BS3 neighbourhood.

Key Responsibilities

- Supporting the Café Manager in the day to day running of the café.
- Providing outstanding customer service to a wide range of internal and external customers.
- Keeping the cafe clean and tidy, making sure that visitors feel welcome and safe.
- Opening and closing the cafe, cashing up and producing end of day reports.
- Use of the electronic till system for customer orders, stock control and ordering.
- Contributing menu ideas by working with the café manager to develop a seasonal, sustainable and affordable menu that appeals to all customers (including young children and older people).
- Ensuring all Health & Safety, HACCP & Food Safety and Food Hygiene Procedures are in place and adhered to.
- Embracing and working to achieve equality, diversity, inclusion and belonging in all that you do.
- Flexibility in working hours, including occasional evening and weekend work.

Essential Skills

- An enthusiastic proactive positive approach.
- A great communicator with a warm welcome and excellent customer service.

- Be able to work independently and also as part of a team.
- Previous experience of working in a café or food business and a good knowledge of, or willingness to train in, barista skills.
- Knowledge and understanding of food and sustainability.
- A good understanding of working with different communities and experience of interacting with all age groups.
- Ability to keep accurate daily records regarding food storage and preparation.

Desirable Skills

- Understanding of Health and Safety and Food Hygiene regulations with experience of working within the Better Food Safer Business guidelines or similar.
- Use of an electronic till system, contactless payments and cash handling experience.
- Experience of, or an interest in, developing high quality healthy food for children, particularly under-5s.
- Interest in and desire to deliver additional food services (e.g. cookery sessions, meeting catering, pop-up supper clubs) within and outside of the café space.
- Knowledge and understanding of legislation and guidance related to allergy awareness and food safety.
- Experience of working at weddings/events.
- Current Food Hygiene Level 2.