



Craven District Council

Craven Leisure

Job Title: Café Assistant (fixed term)

Service: Craven Leisure

Pay Scale: Scale 2 (Inclusive rate for weekends and shift working)

Job Role

The Council's Leisure Centre café is about to undergo a major refurbishment programme which will see it improve the quality of its offer and cater for a wider audience, including events being held in Aireville Park, both from the café facilities and on a mobile basis within the park itself.

These changes present exciting opportunities to develop the café as a formidable service for the Leisure Centre and Aireville Park as well as increasing footfall through passing trade.

As such the Cafe Assistant will prepare and serve all food and beverages, maintaining a clean working environment, adhering to all food regulation standards as laid down in the facilities HACCP/Safer Food for Business manual

Responsibilities of the Role:

- Assist in creating a menu that appeals to a wide audience whilst being complementary to the centre's healthy lifestyles agenda.
- Prepare and serve food/beverages from the facilities mobile catering unit(s)
- To prepare and serve food for booked parties in accordance with the Cafe Manager's party menu
- To order ingredients in a timely manner to ensure the menu is fully catered for. This includes daily/weekly specials in accordance with the Cafe Manager's instructions
- To prepare/cook and serve a wide range of hot and cold meals, snacks and beverages in accordance with the designated menu to a high standard, putting customer first and with full regard to food hygiene regulations.
- Be barista trained or willing to undertake barista training.

- To handle cash, operate electronic tills, issue receipts and undertake reconciliation of cash with till readings daily.
- To ensure robust stock controls, portion control and record systems for food preparation and wastage are adhered to in accordance with laid down procedures.
- Ensure that all Food Hygiene regulations are being met, proper monitoring and recording procedures are being met and adhered to.
- Assist in maintaining the inventory of kitchen equipment (knives, forks, chopping boards, dishwashers etc...) and to routinely clean this equipment to ensure its optimum working abilities and to meet with food hygiene regulations.
- Work to the Cafe Manager's instructions to ensure that the café facility is being run within designated budgets
- Check goods received in accordance with the Cafe Manager's procedures, reporting discrepancies, assisting with compiling stock inventories and undertaking monthly stock checks
- Ensure vending machines are checked regularly, replenishing stock as required and empty machines of cash in accordance with cash handling procedures
- Undertake any health and safety training as designated by the management team.
- Maintain professional competence and knowledge.
- Report any faults in equipment as soon as reasonably possible
- Promote the good reputation of the centre and Café, providing accurate and detailed information to customers, answering queries and dealing with complaints as necessary
- Ensure the safety and security of monies, stock and the facility (Café).
- Work as an effective member of the team and to manage and promote team working. To work on a shift basis as required covering throughout the range of opening hours including evenings, weekends and on bank holidays.
- Ensure a customer care culture, presenting a positive image through dress and conduct.
- To undertake such other duties related to the work of the Council as may be assigned and which are consistent with the nature of the job, its level of responsibility and within the post holder's technical competence.

Supervised by

Café Manager

Supervisory Responsibilities

None

Special Conditions:

- Must wear the uniform provided when on duty and at no other time.

The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Person Specification

Café Assistant

Knowledge / Qualifications / Training	Essential	Desirable	Verified by
Level 2 Food Hygiene Certificate	X		Application
In-depth knowledge of all Health and Safety matters relating to the Catering Industry	X		Application & Interview
In-depth knowledge of all Food Hygiene regulations relating to the storage, preparation and serving of food	X		Application & Interview
City & Guilds, NVQ or equivalent catering qualification		X	Application
HACCP Level 3 Certificate		X	Application
HSE First Aid at Work certificated		X	Application
IOSH Managing Safety		X	Application
Knowledge and understanding of the principles of Best Value		X	Application & Interview
Experience	Essential	Desirable	Verified by
Experience of working in a catering related role	X		Application & Interview
Experience of contributing to the delivery of results in a business orientated environment	X		Application & Interview
Experience of assisting in implementing change, with a track record of success		X	Application & Interview
Experience of completing risk assessments, COSHH Assessments, Hazard Analysis of Critical Control Points (HACCP) etc		X	Application & Interview

Skills / Abilities	Essential	Desirable	Verified by
Possess a high degree of personal and professional probity, integrity and credibility that sustains the confidence and trust of staff and external partners and stakeholders that foster a positive reputation for the Council	X		Application & Interview
Excellent verbal and written communication skills	X		Application & Interview
Evidence of strong customer focus, engendering continuous improvement to customer experience	X		Application & Interview
Ability to work on own initiative	X		Application & Interview
Ability to work as an effective team member	X		Application & Interview
Demonstrable commitment to equal opportunities and to the aim of Investors in People	X		Application & Interview
Good knowledge of personal computers and the ability to develop their use in dealing with the work of the post/service	X		Application & Interview
Special Requirements	Essential	Desirable	Verified by
Flexibility in working hours with some, early morning, evening, weekend, and bank holiday work as required	X		Application & Interview