

JOB DESCRIPTION: CAFÉ/RETAIL ASSISTANT
REPORTS TO: COMMUNITY HUB MANAGER
ACCOUNTABLE TO: HEAD OF RETAIL
BASED AT: HEATH ROAD, IPSWICH



JOB SUMMARY

Under the direction of the Community Hub Manager, the café/retail assistants are responsible for serving the customers and all duties relating to the smooth running of the community one stop shop.

To ensure the highest standards of cleanliness and hygiene in the café

To support the Retail side of the hub when required

PERSONAL RESPONSIBILITIES

- Responsible for the preparation and serving of food items such as panini's, sandwiches and cakes
- To take payment for items sold in the cafe
- To ensure that the cafe is kept fully stocked, such as the coffee machine etc
- To operate various machines and equipment in relation to the preparation of food and cleaning of the cafe.
- To clean the catering areas daily.
- To remove rubbish etc. regularly.
- To wash up crockery, cutlery, pans etc. as necessary, either with dishwasher or manually.
- To carry out more in-depth cleaning of cafes as scheduled.
- To undertake training as required.
- To cover other Café/Retail Assistant shifts in the event of annual leave and sickness absence.
- To hand over all relevant information to other members of the team.
- To assist with the correct storage of deliveries.
- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff and volunteers as required.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To cover within the Retail side of the hub when required, including tasks such as stock replenishment and till work

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

PERSONAL DEVELOPMENT

- To devise with the Retail Area Manager a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the nature of the Hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE CATERING MANAGER IN CONJUNCTION WITH THE POSTHOLDER.

O U R V A L U E S



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**PERSON SPECIFICATION
CAFÉ/RETAIL ASSISTANT**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • Basic Food Hygiene certificate • Health & Safety certificate • First Aid certificate 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Previous catering experience in café, bar, restaurant or fast food outlet • Experience in charity environment 	<p>Essential</p> <p>Desirable</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Ability to communicate well with people on routine and operational matters • At ease serving and communicating with customers • Calm and patient nature with the ability to offer a caring service of the highest standard to our customers • “Customer focus” - need for high standards of service to customers • Excellent interpersonal skills • Team player - cooperative, friendly attitude • Flexible/positive work ethic • Flexible approach to working hours • Fully vaccinated against Covid 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>