



## Bude-Stratton Town Council

<b>Job Description:</b>	<b>Casual Café Assistant</b>
<b>Salary:</b>	Minimum wage - hourly rate
<b>Place of work:</b>	The Castle, Bude or any other location as required
<b>Responsible to:</b>	Café Supervisor

### Main tasks:

- To interact in a helpful and positive manner with all visitors and customers to The Castle and to be at all times polite and courteous when dealing with members of the public and people using the premises and grounds
- Ensure standards of quality, customer service and health and safety, fire safety and hygiene are met
- To ensure that the café/shop are at all times clean and tidy
- To serve food and drinks as directed and to present food attractively
- To serve customers (café/shop) in a timely, polite and courteous manner
- Cash handling and credit/debit card transactions
- To receive and store deliveries of food and stock as directed and trained
- To carry out cleaning duties such as tables, tableware and kitchen equipment striving for absolute cleanliness in the customer and kitchen areas
- To be constantly vigilant against all types of stock loss, i.e. waste, theft and breakage.
- To maintain a high level of personal hygiene and appearance
- To undertake relevant training as and when necessary
- To ensure that your individual holiday and time sheets are kept up to date and submitted to the Café Supervisor in a timely manner or when requested
- To actively support, abide by the Councils Policies, such as but not limited to: Dignity at Work, Equal Opportunities, Disability Discrimination Act, Every Child Matters legislation, Child Protection Policy
- To work as part of a multi-disciplinary team, but also have the ability to take responsibility and work on own initiative
- As and when required by the Café Supervisor, Castle Manager or other manager to undertake other duties of a reasonable nature commensurate with the post
- Attend to the health and safety of self, other people and resources whilst at work and cooperate with colleagues to comply with the Health and Safety at Work Act 1974
- The post holder may be subject to a Disclosure and Barring service (formerly CRB) check

## Person Specification – Castle Assistant

<u>Specification</u>	<u>Essential</u>	<u>Desirable</u>
<b><u>Qualifications:</u></b>		
Health and Safety		X
Basic Food Hygiene (or be willing to obtain)		X
<b><u>Knowledge and Skills:</u></b>		
Health and Safety Awareness	X	
Security awareness		X
<b><u>Work Experience:</u></b>		
Previous experience of working in a café environment		X
Previous experience of customer service/dealing with customers face to face		X
Previous experience of cash handling		X
<b><u>Behaviours and characteristics:</u></b>		
Good time management and prioritising skills	X	
Team player	X	
Good communicator	X	
Ability to work flexible hours including evenings and weekends	X	