

Job Description



Job Title:	Café & Visitor Centre Assistants
Location:	Various: Including Alyn Waters, Buckley and Minera (the ability to drive between sites will be essential)
Responsible to:	Café Manager and Assistant Café Manager
Number of hours per week:	Various Sessional Roles Available (the role will be required to work some weekends)
Salary:	Minimum Wage* * At the end of each month we will pay in lieu of any accrued holiday entitlement.

Purpose of the job

To help run the day to day operations of our Café Cyfle sites in Alyn Waters and Buckley Town Centre and Visitor Centre in Minera.

The role also provides mentoring support to work opportunities participants and provide supervision and instruction on daily duties.

Summary of Main Responsibilities

- Preparing and cooking menu items to high standards maintaining high hygiene standards and following brand specifications. (Alyn Waters & Buckley only).
- Selling pre-packaged food items and preparing hot drinks (Minera only).
- Maintaining up to date records and due diligence documents.
- Ensuring all areas are clean and tidy and follow cleaning schedules.
- Greeting and advising customers and visitors, providing information and excellent customer service.
- Nurturing friendly relationships with customers to increase loyalty and boost our reputation.
- Promoting a safe working environment, following company health and safety guidelines and risk assessments.
- Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
- Promoting and marketing the business.
- Problem solving.
- Working with other colleagues from our Group of Organisations on other projects at these bases.

Person Specification		
	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Hospitality based qualification. • Knowledge of preparing and cooking food. • Demonstrate experience of working in a catering environment. • Knowledge of up to date hygiene regulations. 	<ul style="list-style-type: none"> • Food Hygiene level 2 Certificate. • Some experience of working in a similar role and/or in customer services.
People	<ul style="list-style-type: none"> • Have good people skills and communication skills. • Commitment to equality and diversity. • Some experience of working with people with disabilities and multiple barriers. • Ability to work with people at all levels with an approachable and positive outlook. 	
Judgement & Initiative	<ul style="list-style-type: none"> • Organisational skills to enable effective café running • Ability to work as part of a team. • Confident, enthusiastic and self-motivated. • Ability to solve problems with tact and diplomacy. • Ability to plan and prioritise workload effectively to meet the daily needs of the establishment. 	
Communication	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to work with individuals at a variety of levels, internally and externally and in a range of organisations. • Ability to represent the organisation professionally to internal and external customers. 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Other	<ul style="list-style-type: none"> • Full driving licence and own transport to drive between sites as required. • Ability to demonstrate the qualities 'Genuine, Reputable, Enterprising, Energising & Needs Driven' in line with Groundwork North Wales' GREEN values. • Appreciation and understanding of Welsh heritage and culture. 	