

Job Description



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| Job Title: | Café Assistant |
| Location: | Alyn Waters Country Park and Buckley Town Centre (the ability to drive or get to both sites will be essential) |
| Responsible to: | Café Manager and Assistant Café Manager |
| Number of hours per week: | Minimum of 15 hrs per week. (The role will be required to work some weekends) |
| Salary: | £9.50 - £11.44 per hour* * Rate of pay is age dependent |

Purpose of the job

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

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.
- Preparation of a cold service of menu items daily maintaining high hygiene standards and following brand specifications.
- Selling pre-packaged food items and preparing hot drinks.
- 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 | | |
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| | 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"> • Ability to get to both sites if not a driver • 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. | <ul style="list-style-type: none"> • Full driving licence and own transport to drive between sites as required. |