



Job Description & Person Specification

Chester's Den Café and Facility Assistant (Part-Time)

Reports to:	Community Engagement and Facilities Manager
Based at:	The HUB, East Stand, 1866 Sheffield Road, Whittington Moor, Chesterfield S41 8NZ
Job Purpose:	Café and Facility Assistant – To assist in the day-to-day operations of Chester's Den, The HUB Café and The HUB Facility
Salary:	£11.50/hr Part time 15 hours per week

JOB DESCRIPTION

Key Responsibilities & Accountabilities:

Customer Service:

- Greeting customers and providing excellent customer service.
- Taking orders, handling payments, and ensuring accurate transactions.
- Addressing customer inquiries, concerns, and providing recommendations.
- Maintaining a friendly and welcoming atmosphere for customers.

Food and Beverage Preparation:

- Preparing and serving coffee, beverages, and simple food items.
- Ensuring food and drinks are prepared according to recipes and quality standards.
- Monitoring and replenishing food and beverage supplies.

Facility Maintenance:

- Cleaning and sanitising cafe tables, chairs, counters, and equipment.
- Regularly cleaning restrooms and ensuring they are well-stocked with necessary supplies.
- Regularly cleaning all public areas of the HUB facility, including set up of rooms in line with customer bookings
- Performing routine maintenance tasks to keep the cafe environment clean and organised.

Stock Management:

- Monitoring inventory levels of food, beverages, and other cafe supplies.
- Receiving and storing deliveries, checking for accuracy and quality.
- Rotating stock to ensure freshness and minimizing waste.

Cash Handling and Register Management:

- Operating cash registers, handling cash transactions, and providing accurate change.
- Balancing cash registers at the beginning and end of shifts.
- Ensuring the security of cash and following proper cash-handling procedures.

Health and Safety Compliance:

- Adhering to health and safety regulations and maintaining a clean and safe environment.

- Properly storing and handling food items to prevent contamination.
- Following safety protocols in the use of kitchen equipment and tools.

Communication and Teamwork:

- Communicating effectively with team members and management.
- Collaborating with other staff members to ensure efficient operations.
- Reporting any issues or concerns to the supervisor.

Setup and Event Support:

- Setting up tables, chairs, and decorations for special events or promotions.
- Assisting with organising and hosting events or workshops held in the cafe.

Administrative Tasks:

- Keeping track of daily sales, transactions, and other relevant data.
- Recording inventory levels and communicating stock needs to the manager.
- Assisting with basic administrative duties as needed.

Adaptability and Flexibility:

- Being adaptable to changing tasks and priorities in a fast-paced cafe environment.
- Willingness to step in and assist in various areas as required.

PERSON SPECIFICATION

Essential Criteria:

Customer Service:

- Strong customer service orientation with the ability to ensure a positive and welcoming environment for patrons.
- Ability to handle customer feedback and resolve issues in a professional manner.

Communication:

- Excellent verbal and written communication skills.
- Capable of providing clear instructions to staff and effectively liaising with other departments.

Desirable Criteria:

Customer Service Skills:

- Excellent communication and interpersonal skills to provide a welcoming and friendly atmosphere for customers.
- Ability to handle customer inquiries, resolve issues, and provide exceptional service.

Teamwork:

- Strong ability to work collaboratively with other team members in a fast-paced and dynamic environment.
- Willingness to support colleagues and share responsibilities.

Organisational Skills:

- Capable of multitasking and managing various tasks, such as taking orders, serving customers, cleaning tables, and handling payments efficiently.
- Attention to detail to ensure the cafe's cleanliness, organization, and stock levels are maintained.

Flexibility:

- Adaptability to handle changing tasks and priorities in a cafe where demands can shift rapidly.

Food Safety and Hygiene Knowledge

- Basic understanding of food safety and hygiene standards to maintain a clean and safe food service environment.
- Willingness to follow health and safety guidelines and maintain a clean work area.
- Willingness to work towards Level 2 Food Hygiene.

Physical Stamina:

- Ability to stand for extended periods and carry out physically demanding tasks such as lifting, moving equipment, and restocking supplies.

Time Management:

- Effective time management skills to ensure orders are prepared and served promptly.

Initiative:

- Proactive attitude to identify tasks that need attention without waiting for instructions.
- Willingness to take on additional responsibilities when required.

Numeracy and Cash Handling:

- Basic math skills for processing payments, giving change accurately, and handling cash transactions.

Communication Skills:

- Clear verbal communication to interact with customers, take orders, and address any inquiries or concerns.
- Good written communication for tasks such as labeling items or writing specials on menu boards.

Customer-Focused Attitude:

- Strong desire to provide an excellent customer experience and ensure customer satisfaction.

Positive Attitude:

- Friendly, enthusiastic, and positive demeanor that contributes to a welcoming atmosphere in the cafe.

Cultural Sensitivity:

- Respect for diversity and the ability to interact effectively with customers from different backgrounds.

Previous Experience:

- Previous experience in a customer service or hospitality role, preferably in a cafe or food service environment, would be advantageous.

Health and Safety Awareness:

- Understanding of health and safety regulations and willingness to follow protocols to maintain a safe environment for both customers and staff.

Availability:

- Flexibility in working hours, including weekends, holidays, and possibly early mornings or late evenings.

Basic Food Preparation Skills:

- Some knowledge of basic food preparation tasks, such as assembling sandwiches, salads, or drinks, might be beneficial.