

## Job Title: Hub Cafe Assistant



### Role Summary

- To work with the team of volunteers and employees to provide consistently high-quality hospitality services for the Hub.
- To be aware of the full range of duties required in the café and carry out these duties as directed by the café supervisors.
- To undertake specific duties, as directed by the café supervisors or representatives of the Leadership Team, to support the management and organisation of the café.
- To help maintain a safe and welcoming environment for all.
- To provide a warm, high quality, professional café service to everyone.
- To be flexible in your duties to ensure the cafe develops and thrives.

### Responsibilities and Duties

1. To support the values and ethos of the Up Holland Community Hub.
2. To comply with all relevant Hub and Church Policies and ensure that the Hub remains a safe place for those in need.
3. To help ensure all volunteers and other colleagues comply with Hub and Church Policies
4. To take responsibility for your own health & safety as well as the safety of the team and visitors, in accordance with the Hub's Health & Safety policy and procedures and Food Hygiene regulations.
5. To support the Hub Cafe Supervisors in ordering and managing supplies for the cafe.
6. To support the Hub Cafe Supervisors in cooking and baking, to provide a high quality, sustainable food offer.
7. To support the Hub Cafe Supervisors in the management of the cafe.
8. To serve customers including use of the barista machine.
9. To be knowledgeable and support all members of the Cafe to be compliant about the ingredients in all products sold or provided, particularly in respect of allergies.
10. To take customer orders and payments, accurately recording information and payments using the Point of Sale till, and report any issues to the café supervisors.
11. To help ensure that the Hub is kept to a high standard of cleanliness and food preparation meets Food Safety standards.
12. To clear tables, clean and wash-up as required.
13. To participate in training as required.
14. To listen to any customers' enquiries or complaints in a friendly and helpful manner and pass on details to Café Supervisors, as required.
15. To talk and listen to customers and visitors, noting any issues, requests or concerns to be referred to the Hub Café Supervisors.

## **Qualifications and Skills**

Knowledge and experience of hospitality and/or retail industry.  
Specific qualifications are not a pre-requisite but are required and completion of training for this role is expected.

You will need to:

1. Be good at listening.
2. Have a supportive, empathetic manner when talking to people.
3. Be polite, respectful and positive to all.
4. Be open-minded and non-judgmental.

## **Key Policies**

- Equal Opportunities Policy
- Inclusive Hub Policy
- Health & Safety Policy
- Recruitment and DBS check Policy
- Recruitment of ex-offenders Policy
- Safeguarding Policy

## **Required Training**

- Barista
- Health and Safety and Food Safety Regulations
- Food preparation
- Safeguarding
- Health & Safety