

**BRITAIN YEARLY MEETING
JOB DESCRIPTION**

JOB TITLE:	Café Assistant
REPORTING TO:	Assistant Service Delivery Manager
RESPONSIBLE FOR:	None
DEPARTMENT:	Service Delivery
DATE:	March 2025

JOB PURPOSE:

To support the Service Delivery Team in the day to day delivery of all Café and Restaurant services and support to events, conference and meeting services, hospitality, including the set-up and organization of event rooms; the set-up, collection, and clear down of all food & refreshment services; the clear-down, cleaning and re-setting of rooms; and assistance on the provision of conference and associated services through the delivery of minimum quality standards, outstanding customer service, and effective teamwork

KEY ACCOUNTABILITIES & MAIN TASKS:

- Prepare the cafe and restaurant for opening (e.g. counting the float, preparing crockery and cutlery),
- Fill / replenish service areas, shelves display counters to ensure sufficient supplies throughout the service period, monitoring stock quality, rotating stock and informing the Café supervisor of any stock issues (e.g. Quality issues or products coming to end of shelf life)
- Make hot drinks in the cafe to the customer's requirements (this involves using the barista machine),
- Serve customers in the café (this includes serving on the cash register, serving behind the hot counter, serving all food provided)
- Ensure deliveries of café products are correct and the products meet the required standard, informing the Assistant Service Delivery Manager or café supervisor of any issues,
- Contribute to the profitability of the cafe by encouraging the sales of cafe and restaurant products, up selling at every opportunity,
- Ensure the café, bookshop, conference rooms, public areas, corridor seating area and courtyard remain clean and tidy
- Wash crockery, cutlery and glassware ensuring sufficient number of clean items at all times,
- Follow Friends House cash handling procedure and at the end of service the till is correctly cashed up and any monies are secured before finishing the shift,

- Undertake all aspects of cleaning within the designated work areas including utensils and equipment, walls (up to 6ft), dishwasher, fixtures, fittings etc. To the required standards,
- Comply with all company and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, Fire and COSHH,
- Immediately cease using and report any faulty equipment to the Duty or Facilities Managers through our reporting channels
- Immediately report any incidents of accident, fire, theft, suspicious persons or belongings, loss, damage or other irregularities.
- Assist in helping to maintain a conscious approach to security and sustainability within the building.
- Attend training courses and meetings as is necessary to maintain standards in the operation and assist in carrying out the job role efficiently.
- Undertake any other relevant duties as reasonably required by Service Delivery management and supervisors during off peak periods this could involve other duties in other departments),

INTELLECTUAL DEMANDS

- To actively promote good working practices and good working relationships with all colleagues, clients, contractors and management
- To undertake customer service training and deliver outstanding levels of customer service that consistently exceeds customer expectations
- To positively support and promote Friends House and actively sell the services
- The post holder is required to provide a high level of attention to detail, working swiftly, efficiently and accurately under pressure, with the ability to plan ahead.
- A reasonable level in reading, writing and, numeracy

JUDGEMENTS

- Makes operation decisions that affect the quality of service delivered to customers which can affect the profitability of the Hospitality Company (negative experiences resulting in refunds or loss of returning custom).
- The post is guided by precedent and defined organisational policies, procedures and codes of conduct.

USE OF RESOURCES

- The post holder manages no staff

COMMUNICATIONS

Internal: 20%

Contact with all building users who use the Quaker Centre/bookshop or Cafe and contact with other members of the Service Delivery team and Facilities team

External: 80%

This is a customer facing role involving direct contact with all users of Friends House. The role involves serving customers, making them feel welcome, dealing with queries and enquires and dealing with complaints.

PHYSICAL DEMANDS & CO-ORDINATION

- To be able to work flexible hours, in accordance with the needs of the business including weekends and evening working and early starts. Overtime hours may be asked but not presumed.
- Due to the nature of the service delivery operation the role sometimes requires lone working and without supervision.
- The role involves prolonged periods of standing on your feet, moving of equipment / furniture, manual handling of chair stacks and boxes, working with PC's and other electrical appliances, using chemicals and use of VDU's (EPOS cash register)
- Competent in handling electrical appliances

WORKING CONDITIONS AND EMOTIONAL DEMANDS

- Interact with a high volume of people from a variety of backgrounds within short periods of time and have varying needs. Some customers can have difficult requests and be very demanding.
- Certain tasks can be allocated to specific individuals or pairs as set out in the Work schedule but remains interchangeable during any five working days out of seven from 0700 to 2300, as directed by the rota, including BYM event/weekend.

OTHER RESPONSIBILITIES:

- To undertake duties and responsibilities commensurate with the post
- Responsible for ensuring that BYM's Safeguarding Policy is adhered to in all aspects of the role
- Responsible for ensuring that BYM's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that BYM's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that BYM's commitment to sustainability is adhered to in all aspects of the role
- Responsible for ensuring that Britain Yearly Meeting's Staff handbook is adhered to at all times.
- A commitment to championing equity, diversity and inclusion in our workplace community.

SAFEGUARDING REQUIREMENTS

- Completion of mandatory training modules on safeguarding adults and children, including annual refresher training.

BRITAIN YEARLY MEETING PERSON SPECIFICATION

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Department Service delivery

Date: March 2025

ESSENTIAL KNOWLEDGE

- Knowledge of and sympathy with Quaker values
- Ability to communicate in written and spoken English
- A good understanding of equity, diversity and inclusion in the workplace

ESSENTIAL QUALIFICATIONS

- NVQ level 2 food service / customer service or equivalent qualification / experience
- Food Hygiene Qualification

ESSENTIAL EXPERIENCE

- A knowledge of food & beverage service and the use of barista machines
- A Minimum of 12 months experience in a similar Role
- Cash handling experience
- Cleaning experience
- Customer Service focused
- Till operation, cash handling and taking payments

ESSENTIAL SKILLS

- Able to follow instructions,
- Operation knowledge of Microsoft office and an EPOS till system
- Good organisational skills, with an ability to take the initiative, manage priorities and work both independently and as part of a team, without direct supervision,
- Able to adapt to an ever-changing environment,
- Get to know colleagues to understand their viewpoints and how they like to work
- Customer Focused
- Good oral communication skills
- Energetic, Enthusiastic, motivated
- Adaptable
- Reactive and Proactive
- Good organizational skills
- Attention to detail
- Able to work on own initiative

DESIRABLES

- Knowledge of SOP's/MQS and quality standard systems
- Health & safety Certificate
- Food Hygiene Level 1 or above
- Customer Service training to NVQ Level 1 or above

Job Description Agreement

Post holder:

Manager:

Date: