Job Description

Job Title: Café Assistant – Full Time

Post holder:

Reporting to: The Café Manager (who reports to the Head Chef)

Main Purpose of Role/Overview:
The role of Café Assistant is to support the Café Manager in the provision, sale and service of food & beverages. Providing excellent customer service with a proactive work ethic. The role will involve some work outside of normal working hours and occasional weekends.

Main Responsibilities & Duties:

1. Opening up or closing down & ensuring the café is secure at all times.
2. To operate cash registers & debit card machines and arrange till/cash reconciliation’s at the close of day.
3. Assisting as directed with all aspects of food & beverage preparation, presentation & service.
4. Setting up of food counters and point of sale merchandise.
5. Conversant with use of equipment, cooking methods, portion control and allergen content.
6. Serving customers (making drinks / preparing food) and ensuring they are satisfied with their food and/or drink and the service.
7. Providing a professional & excellent friendly customer service.
8. Ensuring sufficient food & beverages are available throughout the day.
9. Delivering of beverages to the Dorothy Garrod Building for meetings as & when required, ensuring the correct provision of necessary items.
10. Ensuring that all tables are clean, orderly & ready for daily business.
11. Maintaining clean hygienic standards throughout the café adhering to all current health & hygiene food handling regulations. This is for both the front of house areas, the front counter, back bar and kitchen areas.
12. To wear uniforms at all time in line with departmental policy. Maintaining high standards of personal cleanliness, neat & tidy hygienic appearance at all times.
13. The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

Standards of Performance / Results:
### Health and Safety Requirements:
All members of the catering staff should, at all times:

- Apply health and safety regulations as appropriate and to maintain a safe working environment at all times;
- Follow food hygiene, health and safety procedures (and risk assessments / method statements) of the College and those specific to the Catering Department;
- Ensure that all food service areas are clean at the beginning and end of service.
- Use appropriate Personal Protective Equipment (PPE) for tasks as necessary and as determined by the Café Manager.
- Report any faulty equipment to the Café Manager.
- Reporting immediately any incidents, fire, theft, loss, damage, unfit food or other irregularities & taking appropriate action.
- Report any potential hazards around the café to the Café Manager.
- To be aware of, and to enforce the accident reporting procedure.

### Other:
- To attend all team meetings and any training nominated for you.
- Flexible - able to attend various shift patterns (early morning to mid-afternoon shift to open, or mid-morning to early evening to close) working five days out of seven on a rota.

### Significant internal/external relationships:
The post holder will need to work very closely with all members of the Catering Department. The post holder will also be in frequent contact with Senior Members, Students, Staff, external visitors and guests.
## Person Specification

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| **Qualifications, experience and background** | • A recognised qualification in NVQ levels 1 & 2 in Food service or equivalent.  
• Basic Food Hygiene Level 2, Allergen awareness training.  
• Barista Training & experience. |           |
| **Specific knowledge/skills (technical)** | • Eye for detail and food presentation.  
• Good communication skills with the ability to relate well with Senior Members, Staff, Students, external visitors and guests. |           |
|                          | • Good listening skills as well as verbal and written communication skills using a variety of communication methods (face-to-face, telephone, letters, reports).  
• Good interpersonal skills and to enable effective translation of problems into practical solutions. |           |
| **Personal attributes**  | • Self-motivated and an ability to work without close supervision and a tolerance of dealing with routine problems.  
• Ability to work to deadlines, with changing priorities, and remaining calm under pressure.  
• Ability and willingness to learn new skills. |           |
| **Team and management skills** | • Ability to work as part of a team and independently. |           |
**Main Terms and Conditions of Employment:**

The appointment is subject to an initial probationary period of six months, which may be extended at the College's discretion.

The post is full-time based on 37.5 hours per week on a rotated shift pattern comprising of early shifts 7.30am-3.30pm, late shifts 10.30am-6.30pm. The contract is based on working 5 in 7 days but initially based on a Monday Friday operation with a possibility to evaluate the operating hours at a later stage.

The salary, according to qualifications and experience, will be equivalent to £8.75 per hour or £17,145 per annum (based on 37.5 hours per week).

Holiday entitlement will be 33 days per year, including 8 public holidays. It may be necessary to work on public holidays which occur during Term time.

Under the rules of Auto Enrolment the post holder will be enrolled in the Universities Superannuation Scheme.

The post is subject to the Newnham College Staff Handbook (June 2016) and Policies & Procedures (November 2017); and subsequent updates which may be amended by the College from time to time.

The post-holder will be entitled to one free meal per day when on duty (when the catering Department is open).

Car parking may be provided, subject to availability.

Offer of employment: any offer of employment will be made subject to references satisfactory to the College and proof of your ability to work in the UK.