

## Job Description

## CAFÉ ASSISTANT

(The Welcome Inn Café)

<b>Job Title:</b>	<b>The Welcome Inn Café Assistant</b>
<b>Hours:</b>	<p>Normal working pattern:            30 hours per week            8.30am - 4.30pm Tuesday to Friday (30 minutes lunch break)</p> <p>or 32 hours job share - Tuesday to Friday            16 hours per week 8.30am - 12.30pm            and            16 hours per week 12.30pm - 4.30pm            alternative job sharing hours would also be considered            (Mondays &amp; Saturdays may be considered in the future)</p>
<b>Location:</b>	Bournemouth Methodist Church @ Victoria Park
<b>Responsible to:</b>	The Café Assistant will be employed by Bournemouth Methodist Church and will be under the supervision of the Café Manager.
<b>Responsible for:</b>	Occasional responsibility for the café staff and Volunteers when agreed in advance with the Café Manager.
<b>Purpose and Objectives:</b>	<p>The Café Assistant will carry out duties relating to the operation and daily running of the café.</p> <p>Person to be fully understanding of, and embrace, the Christian Mission of the café as part of the Bournemouth Methodist Church.</p>

### Main Responsibilities

- Working alongside the Café Manager, staff and volunteers to maintain the Christian ethos of the Welcome Inn Café as part of the Mission objectives of the Cafe.
- To assist with the day-to-day operation of the Café and community events:
  - To adhere to the health & safety procedures according to training received and as laid out by Café Manager.
  - To obtain and maintain a current food hygiene certificate, Level 3.
  - Making sure everything is prepared to ensure a welcoming and safe environment for the public.
  - The preparation of food and drinks within the café to high service standards.

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- Maintaining appropriate registers and other documentation. Taking bookings for events and meetings within the café and liaising with the Café Manager and, where necessary, the church letting secretary.
  - Cashing up daily and securing money in the safe in the absence of the manager.
  - To ensure that the café is kept in a clean and hygienic standard during contract hours.
  - To deliver excellent customer service and maintain the high standards of the café.
  - To assist in the ordering and monitoring of stock and resources needed for the efficient running of the café.
- To deliver the mission of the café by
    - Welcoming all visitors and customers into the café without bias.
    - Building a rapport with the users of the café.
    - Encouraging new relationships within the community where age, culture and ethnic background has no barrier.
  - To ensure adherence to the policies and procedures of the Methodist Church to enable the café to be a safe and caring environment, including risk assessments and Safeguarding.
  - Any other duties and responsibilities, identified by the employer, as are within your capabilities and level of responsibility, to meet the needs of the café.

### Terms of appointment

- Terms of appointment: fixed term for three years.
  - Appointment will be subject to the satisfactory completion of up to three-month probationary period.
  - The salary will be calculated on the Real Living Wage according to the Living Wage Foundation.
  - Normal working pattern: 30 hours per week  
8.30am - 4.30pm Tuesday to Friday (half our break)
- or 32 hours Job share - Tuesday to Friday
- 16 hours per week 8.30am - 12.30pm
- and
- 16 hours per week 12.30pm - 4.30pm
- (alternative job-sharing hours would also be considered)

- All previously agreed expenses and travel costs will be reimbursed.
- There is a contributory pension scheme to which eligible lay employees will be auto enrolled. Lay employees who do not meet the auto enrolment criteria are eligible to join the scheme subject to certain provisions.
- 28 days statutory annual leave entitlement per year including Bank and Public Holidays (pro-rata for part-time Workers).
- Appointment will be subject to a satisfactory enhanced DBS check (Disclosure & Barring Service.)
- Appointment will be subject to satisfactory references.

### **Safeguarding**

Bournemouth Methodist Church takes the safety of everyone within the church very seriously and expects that everyone will work within Bournemouth Methodist Church safeguarding policy. In particular, Bournemouth Methodist Church expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with their manager or Safeguarding Officer.

### **Personal Specification**

You are

- Passionate about delivering high-quality food and drink
- Friendly, cheerful, positive and motivated with every person who comes to the café
- Empathetic to people's needs
- Empathetic with the Christian faith

### **Education, qualifications or experience**

You will have

- Experience of working in a catering environment is desirable
- A level 3 food hygiene certification is essential (training will be given)
- Barista experience is desirable
- Experience of working with people of all ages is desirable

### **Knowledge, skills and abilities**

You will be someone who

- Enjoys multi-tasking in a busy fast-changing environment
- Confident with simple mental arithmetic
- Positive about embracing challenge and change, open to experimenting and fresh ideas
- Looking for development and training opportunities
- Believer in supportive environments, sharing with colleagues and putting our customers of all ages at the heart of everything we do
- An understanding of safeguarding and how to maintain appropriate professional boundaries (training will be given)
- An understanding of equality and diversity with the ability to challenge discriminatory behaviour (training will be given)