



Morpeth  
Town  
Council

<b>POST TITLE:</b>	CAFÉ ASSISTANT
<b>ACCOUNTABLE TO:</b>	DEPUTY TOWN CLERK
<b>PAY GRADE:</b>	BAND 1 POINTS 1-2
<b>HOURS:</b>	Several full and part-time positions working over seven days, variable hours. Core hours will be agreed with the successful candidates. Positions will be temporary initially and could lead to permanent for the right applicants.

### **Overall Responsibilities**

To serve customers efficiently with food and drink orders and taking payment. To undertake the preparation of food and beverages served in the café as directed. To offer customers an excellent standard of customer service and care.

### **Main Duties / Responsibilities:**

#### **Organisation**

Café Assistants are required to undertake the following duties as directed by the Deputy Town Clerk using the prescribed methods and frequencies in line with the requirements of the role

1. Demonstrate the highest standards to customer welcome and care when assisting customers at the counter and when clearing tables.
2. Giving advice, guidance and recommendations on products and menu selection to customer to ensure a positive experience and repeat business.
3. Managing queues and meeting customer experience.
4. Preparation, cooking and service of hot and cold beverages, cakes and other food items.
5. Keeping all areas clean and tidy including table clearing, equipment and removing waste.
6. Handling customer complaints in the first instance and reporting feedback to management.
7. Working within established guidelines and operating procedures.
8. Responsible for security (product and cash), taking payments accurately, float management and till reconciliation.
9. Keeping up to date with special promotions.

10. Ensure the safe storage of food stock, beverages and cleaning products to avoid cross contamination.
11. Carry out stock takes and order supplies.
12. To receive and store deliveries as directed.
13. To adhere to all risk assessments, policies and procedures.
14. Responsible for deep clean of café area and completion of daily records for health and safety.
15. Checking kitchen equipment, ensuring items are fit for purpose and properly maintained.
16. Comply with all legislation, health and safety and food hygiene.
17. Maintain high standards of personal hygiene.
18. Ensure food allergens are clearly marked and handle and manage food allergens adequately.
19. Key holder responsibility including opening up and closing down, ensuring the café is secure at all times.
20. Assist with special events when required.
21. To undertake any training and professional development relevant to the role.
22. Undertake other duties and responsibilities commensurate with the role.
23. Work as part of a team and support other members of the cafe team to meet standards and Council objectives.

### **Administration**

1. Liaise with Deputy Town Clerk and other members of staff as required to ensure the cleaning rota operates smoothly.
2. Report food and beverage supply requirements and stock levels to the Office.
3. Carry out routine administrative tasks required from time to time eg. checking off cleaning tasks on daily cleaning specification sheets.

### **Resources**

1. Operate relevant equipment safely
2. Maintain tidy and organised work spaces and storage areas
3. Check equipment / machinery used and ensure health and safety guidelines are adhered to
4. Provide support to staff as requested and in accordance with own training / skill parameters

### **General**

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Such variations are a common occurrence and would not themselves justify the re-evaluation of the post. In cases, however, where a permanent and substantial change in duties and responsibilities of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation

**CAFÉ ASSISTANT  
PERSON SPECIFICATION**

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
Qualities	<ul style="list-style-type: none"> <li>• Able to communicate with internal and external customers, initiate conversations and provide a sincere welcome and enjoy providing good service.</li> <li>• A flexible approach to working and able to work under pressure.</li> <li>• Willing to learn, take instructions and work under own initiative, supporting other team members.</li> <li>• Excellent customer service skills.</li> <li>• Efficient, reliable and flexible.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Working in a catering environment. General catering duties, including food preparation and cooking.</li> <li>• Cash Handling.</li> <li>• Stock control.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisory Experience</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Health and hygiene requirements in relation to food preparation, storage and cooking.</li> <li>• Food allergens and handling.</li> <li>• Stock rotation and expiry dates.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Operational duties within a café/catering environment.</li> <li>• Safe operation of kitchen tools and equipment.</li> </ul>	
Qualifications	<ul style="list-style-type: none"> <li>• Basic Food Hygiene certificate.</li> <li>• Basic literacy and numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Certificate NVQ</li> <li>• Level 2 Food Safety and Hygiene Certificate</li> <li>• Formal Catering Qualification</li> </ul>