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## **JOB DESCRIPTION**

**TITLE OF JOB:** Café Worker

**SERVICE/PROJECT:** The Hop 50+

**REFERENCE NO:** CaWH50/Jan18

**CLOSING DATE FOR APPLICATIONS:** 9.00 am, Tues 19th December 2017

**INTERVIEW DATE:** Fri, 5<sup>th</sup> January 2018

**HOURS PER WEEK:** 18 hours per week (Monday, Thursday and Friday)

**TEMPORARY/PERMANENT:** Permanent

**BAND 1 NJC POINTS 11 - 17, SALARY starting** £16,305 per annum (pro rata) / £8.45 per hour, paid monthly by Automated Credit Transfer on 25th of each month.

**HOLIDAY ENTITLEMENT:** 27 days pro rata per annum, plus 3 extra days at Christmas and the usual statutory holidays.

**ACCOUNTABLE TO:** Deputy Centre Manager

**LINE MANAGED BY:** Deputy Centre Manager

**RESPONSIBLE FOR:** Preparing snacks and drinks in the Centre Café, and ensuring the café is kept clean and tidy throughout the day. The post holder will also be responsible for contributing to ensuring a vibrant, friendly and professional atmosphere in the café, welcoming customers and assisting them with ordering. Taking and recording payments using the till.

**For an informal chat about the job, please call** Lin Hastings, Centre Manager on 01273 729603

## **BACKGROUND & AIMS OF PROJECT**

Impact Initiatives was set up over 35 years ago to support local people in need. Our original remit of 'filling the gaps in statutory services' is as relevant today as it has always been. Today Impact manages a range of services in Sussex for all ages, the services are all designed to help people to meet their potential and have an improved quality of life.

Each of our services has a specialist manager and staff team who are supported by the Impact Central Team who provide management in finance, HR, admin, IT, facilities and project development. This is a cost effective way of the services having consistent professional support and enables them to focus on the service provision.

Impact currently hold a contract with Brighton and Hove City Council to work with other organisations across the Central, North and West of the City to provide support, services and activities for older people particularly those who are socially isolated or are at risk of becoming so. These will encourage involvement of older people in their development and on-going provision including volunteering and cover a wide range of interests and needs all will support physical and emotional health and wellbeing reduce social isolation.

The Café is based within The Hop50+ and is open to all those aged 50+

## **MAIN TASKS**

1. To work as part of the team to ensure that the Café feels vibrant professional, friendly and welcoming to customers at all times
2. To prepare meals, snacks and drinks for customers
3. To contribute ideas and feedback customers suggestions for menus
4. To contribute to the smooth running of the Café by maintaining the kitchen and Café areas ensuring equipment is clean to the required standards and any defects in equipment are reported immediately
5. To ensure the Café and kitchen area are kept clean and tidy throughout the day and left ready for the following day
6. To serve food and drinks, taking and recording payments using the till
7. To cash up in accordance with procedures at the end of each day
8. To assist with the on-going promotion of the Café through presenting a positive image and being welcoming, accommodating and helpful to customers and contributing ideas for development of the Cafe
9. To be supportive of the Senior Café Worker and volunteers
10. To complete online shopping orders
11. To comply with all Centre policies, including Health and Safety, with particular attention to hygiene
12. To complete and maintain basic records such as those required by the Environmental Health Team, and statistics as required by the Centre Manager e.g. checking fridge and

freezer temperatures, maintaining statistic sheets, checking and putting away food orders, ensuring clear labelling of food on sale

13. To be up to date with food handling legislation and to be prepared to attend courses on food hygiene, manual handling and safeguarding adults
14. To comply with and implement the Impact Equal Opportunities Policy and any specific policies and procedures designed to promote and monitor equal opportunities
15. To comply with and implement the Impact Health and Safety Policy and any specific policies and procedures relating to the specific activities on which you are employed. Generally to take reasonable care for the health and safety of all those affected by this work
16. To attend regular supervision sessions and meetings as required by your Line Manager
17. To be aware of the needs of other workers, paid or unpaid, and contribute positively to a supportive working environment
18. Any other duties within the scope of this job description as requested by the senior management team.

### **PERSON SPECIFICATION**

#### **ESSENTIAL**

1. A high level of enthusiasm, and commitment to providing high quality meals and snacks in a professional and friendly café specifically for those aged 50+
2. A certificate in Food Hygiene or willingness to undertake
3. Ability to work calmly and effectively in a busy kitchen whilst being supportive to other team members
4. Ability to take and record cash payments using a till and excel spreadsheets
5. Ability to be welcoming and sociable with Café customers in a professional manner
6. An understanding of some of the issues faced by older people and a commitment to and interest in helping to address some of these
7. Ability to work alongside a team of volunteers with differing abilities
8. A flexible attitude to working within a team to achieve the required results

#### **DESIRABLE**

1. Experience of working or volunteering with older people