

JOB DESCRIPTION

TITLE OF JOB: Café Worker

JOB REFERENCE: CWH50/Apr24

SERVICE/PROJECT: The Hop 50+

HOURS PER WEEK: 6 hours (across Monday, Wednesday, and Thursday)

TEMPORARY/PERMANENT: Permanent

SALARY: Band 1, Scale Points 5-7: starting at £23,252 per annum pro rata (£12.05 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 Manager

LINE MANAGED BY: Deputy Manager

RESPONSIBLE FOR: The post holder will be responsible for contributing to vibrant, friendly and professional atmosphere in the café, welcoming customers and assisting them with ordering. Taking customer orders and payments and recording payments using the till. Preparing hot and cold drinks and barista style coffee at The Hop 50+Café Ensuring the café is kept clean and tidy throughout the day.

For an informal chat about the job, please call Lin Hastings or Claire Corbin on 01273 729603.

BACKGROUND & AIMS OF IMPACT INITIATIVES:

Providing a voice, hope and change for Sussex people in need.

Impact Initiatives was founded in 1978 to resolve the social issues that Brighton and Hove communities were facing at the time. Our founders were a diverse collection of individuals who cared enough about community issues to come together and take action against the injustices they saw on their doorstep. Over the years Impact has grown and evolved as an organisation but what has never changed, is that we continue to provide a voice, hope and change for the people who need it most.

Today our services work tirelessly to support, champion and inspire children, young people, adults with disabilities and older people. Ultimately, we believe that everybody should have the opportunity to be the best they can be. Our vision is for Sussex people of all ages to reach their potential, living healthy and fulfilling lives.

Impact's model of having a Central Team - who provide expertise in finance, HR, IT and facilities, health and safety, and business development - ensures each of our specialist teams can focus on excellence in individual service delivery and development. We employ around 100 staff who are supported by a team of volunteers and currently work with over 10,000 people each year.

ABOUT THE HOP 50+:

The Hop 50+ is a warm & welcoming community space and café open seven days a week. It offers a range of activities and social opportunities for people aged 50 and over, aimed at supporting customers to improve their health and wellbeing, to learn new skills and where people can enjoy good food and company. People can create their own experience by browsing through the monthly programme and choosing from a menu of group sessions, trips, health and wellbeing related activities and learning and social opportunities.

Our groups include healthy walks, gentle exercise, yoga and various different styles of dancing. These take place each week in halls and community centres. We also provide a range of options to help people to keep emotionally and physically healthy and well including: a purpose/reason to get up and go out, spending time with others, eating well, and physical exercise.

The Hop 50+ and Hop 50+ Café are also available for hire to other groups for meetings and events.

The Hop 50+ is part of the Ageing Well Service commissioned by Brighton and Hove City Council will provide coordinated services and events across the city. These services will be easy to access, reduce loneliness and social isolation and ensure older people in Brighton and Hove maintain and improve their health and wellbeing. It will fill current gaps, provide a combination of group and one-to-one activities across all areas of the city and will make Brighton and Hove the go-to place for excellence in preventative services for older people.

Starting on April 1st 2019 we aim to make Ageing Well a national beacon of good practice. Ageing Well will ensure that no older person in Brighton and Hove is involuntarily socially isolated.

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 help to prepare drinks for customers.
- 3.** 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.
- 4.** To ensure the café and kitchen area are kept clean and tidy throughout the day and left ready for the following day.
- 5.** To serve food and drinks, taking and recording payments using the till.
- 6.** 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 café.
- 7.** To be supportive of the Cook and volunteers.
- 8.** To comply with all Hop 50+ policies, including Health and Safety, with particular attention to hygiene.
- 9.** To complete and maintain basic records such as those required by the Environmental Health Team, and statistics as required by The Hop 50+ Manager e.g. checking fridge and freezer temperatures, maintaining statistic sheets, checking and putting away food orders, ensuring clear labelling of food on sale.
- 10.** To be up to date with food handling legislation and to be prepared to attend courses on food hygiene, manual handling, and safeguarding adults.
- 11.** To comply with and implement the Impact Equal Opportunities Policy and any specific policies and procedures designed to promote and monitor equal opportunities.
- 12.** 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.
- 13.** To attend regular supervision sessions and meetings as required by your Line Manager.

- 14.** To be aware of the needs of other workers, paid or unpaid, and contribute positively to a supportive working environment.
- 15.** Any other duties within the scope of this job description as requested by the senior management team.

PERSON SPECIFICATION

ESSENTIAL SKILLS:

1. A high level of enthusiasm, and commitment to providing high quality meals and snacks in a professional and friendly café.
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.
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 SKILLS:

1. Experience of working or volunteering with older people.