

Post	Café and Bar Assistant
Reporting to	Catering Services & Bar Manager - supervised by Café & Bar Supervisors
Dated	April 2024
Salary range	£22,308 pa FTE (£11.44 ph)
Status	Various rotas. Flexibility to cover weekends, Bank Holidays and evenings

Purpose of the role

The Assistant will be working under the Café Supervisor's guidance to:

- Deliver exceptional service and support new strategies to encourage returning and new customers.
- Deliver friendly, personalised attention towards each customer, welcome and explain the menu to determine the customer's food and beverage interest and needs.
- Undertake the preparation of food and beverages following prescribed recipes and preparation techniques including allergens
- Take customer orders accurately
- Serve food and beverages to customers
- Adhere to food hygiene procedures at all times as instructed
- Offer all café customers equal access and opportunity in receiving a high standard of service
- Operate EPOS till, accurately when processing customer sales
- Receiving customer payments by cash and card
- Ensure all tables, surfaces and equipment are kept clean and operational
- Encourage add on sales
- Assist with meeting daily financial targets as set by the Café Supervisor

Our Vision Mission and Values

OUR VISION IS: 'MAKING ART MATTER'

Our mission is to ensure art and creativity are valued for their integral role in shaping a happy and healthy society for everyone. We do this by championing creativity as a catalyst for positive change in society, celebrating everyone's imaginations as places to shape a better future and demonstrating the impact of art and galleries at the centre of everyday life.

We collaborate with people where, together, we can have the most impact and we share the results of our work with diverse audiences to influence change. We do this in three places: in our award-winning gallery, reflecting our radical region and digitally with audiences around the world. In order to do this well we have four values that help us do what we do, to the best of our abilities:

Creative – we are an art gallery! Everything we do, we aim to do creatively and in ways that surprise and delight our audiences, communities and ourselves.

Inclusive – we continuously and actively seek to identify and remove barriers to everything we do and who we do it with to ensure it is available to those who we prioritise and who seek to share what we do.

Agile – we actively seek involvement, feedback and information from our audiences and communities – especially those we prioritise - to inform what we do, how we do it and how we can improve each time we do it.

Responsible – We need to lead by example and take responsibility for doing what we do with integrity, care and urgency. This includes taking responsibility for each other as a team, being responsible for our audiences and communities and taking responsibility for our local environment and the planet.

Knowledge, experience and skills required

- A commitment to excellent customer care is essential, previous customer service experience is desirable.
- Ability to work as part of a team is essential.
- Food Hygiene certificate preferred though not essential.
- Good listening, verbal communication and people skills are essential.
- Ability to cope with stressful and busy periods calmly and professionally is essential.
- Previous barista, waiting and/or cooking experience is desirable
- Food Hygiene Level 2 desirable, but will be provided if not currently obtained

Tasks and Outputs

- Preparation for service, restocking and cleaning
- Help with all aspects of cleaning the café including washing up
- To complete checklists including but not limited to: cleaning, opening and closing checks, temperature checks and the coffee grind
- Welcoming visitors into the café, providing menus and explaining offers
- Taking control of food and drinks orders and providing a prompt service
- Responsible for presenting bills and collecting payments, competently using EPOS till, handling cash and balancing on a daily basis
- Ensure food is served in a prescribed manner
- Ensure café equipment is used correctly and safely
- Working hygienically and efficiently
- Prepare and serve food and beverages for event hires
- Ability to complete physical tasks including, but not limited to, moving tables/chairs, carrying trays of café produce or moving kitchen equipment or supplies, cleaning, restocking shelves/fridges
- To follow opening and closing processes including set up and closing down and cashing up the till
- To prepare and serve food following our specific health and safety guidelines and recipes to a high standard

General

- To work in accordance with all Firstsite procedures (eg First Aid, Fire safety, Safeguarding) and attend training and meetings when required
- To demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of Firstsite
- To undertake any other duties as required as part of the post
- Follow the instructions of the Café Manager and/or member of SMT

Contracted staff will enjoy a wide range of benefits including:

- 25 days annual leave plus bank holidays per annum pro rata
- Contributory pension scheme (conditions apply)
- Tailored training and development opportunities
- Employee assistance confidential helpline
- Staff discount on some purchases from the onsite café and shop