

BATH CITY FARM



Job title: Café Assistant
Hours of work: 26 hours per week on Tuesday – Friday with the possibility of additional hours on other days.
Contract: Fixed term contract April-October 2021
(with the possibility of reduced hours thereafter)
Pay band: 6A

About us:

Situated on a beautiful 37-acre site, Bath City Farm is a charitable organisation, providing education, training and therapeutic activities to disadvantaged people in the local community, as well as a free-to-access visitor attraction for families and children.

Our mission is to build a strong, healthy and caring community by engaging local people with nature and farming. Our goals are to enable the development of skills and confidence, improve mental, physical and social wellbeing, and inspire environmental awareness. We aim to increase community engagement, offer a rewarding visitor experience, and educate people on farming, animal welfare and food production.

All staff are expected to carry out their roles in line with the Farm's core values:

- **Inclusivity and diversity:** our farm community is drawn from a wide range of different backgrounds and we promote a culture of respect for all.
 - **Protecting the natural environment:** we work to increase biodiversity and promote environmental sustainability in all our activities and choices.
 - **Valuing individuals:** we believe that each individual has unique gifts and talents, and we constantly look for ways to help them fulfil their potential.
 - **Affordability:** as a founding principle, we believe it is essential that the farm remains free for all to access, and we strive to provide goods and services that are free or affordable to the community.
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Café Assistant role:

Responsible to: Line managed by the Café Lead

Responsible for: This role has no management responsibilities

Overall purpose of job:

The post holder will help run our café kiosk at the Farm from April-November, serving teas, coffee, cold drinks, ice cream, snacks and fresh hot food over lunchtime. They will also support our café volunteers, once COVID restrictions allow, who are adults with additional needs, offering them useful hospitality experience in a supportive environment. This role will focus on the operational overview of the café and work closely with the Cafe Lead to ensure that the café is appropriately staffed and runs efficiently. The successful candidate will have a good knowledge of cooking and café related operational tasks such as food hygiene and stock taking.

On working days, the post holder will be responsible for the smooth running of the café within the budget given.

Main duties and responsibilities

- Prepare high quality food and drink for customers using as much seasonal farm produce as possible.
- Using the training kitchen, bake café goods as and when required.
- Assist the Cafe Lead with preparing café staff rota – you will help plan for three months ahead being aware of any annual leave and liaising with the café lead to ensure café is sufficiently staffed at all times.
- Monitor and order equipment in the café to ensure it is adequate for café staff needs.
- Clearing tables and washing up.
- Ensuring that any risk assessments are complied with.
- Checking that orders have been correctly delivered and charged for
- Ensuring that the kitchen and café area are kept clean, in accordance with Health and Safety Regulations and Guidance. This will include daily checks and reporting to Café Lead.
- Control the till, ensuring the till is balanced daily.
- Ensure the café takings are handed to Manager/Trustee regularly and that only a float is ever kept on the premises.
- Keep cleaning and temperature records and filling in Environmental Health workbook.
- Ensure that the café environment is pleasant and welcoming in line with the image agreed with the Café Lead.
- Shopping for café items on occasion.
- Maintain such records as are required by the Café Lead from time to time such as Safer Food Better Business, Cleaning Schedules, Café Float, Stock Sheets etc.
- Promote the café and maximise sales using Instagram and Facebook and other promotional tools.
- Water and harvest from the café garden.

Leadership and management responsibilities

- This role does not include any management responsibilities.

Communications and relationships responsibilities

- Support volunteers with additional needs in gaining hospitality skills when it is deemed appropriate for them to volunteer within the café again.
- Work with the Café Lead to ensure that operational logistics are organised. This will include rotas, stock ordering and café paperwork.
- Deal with customers' expectations in a pleasant and courteous manner.
- To be punctual
- To be polite, approachable and helpful
- To show enthusiasm and promote positivity
- To maintain confidentiality regarding farm users and volunteers.
- Communicate & build up a good working relationship with farm visitors, staff, volunteers and trustees
- To undertake relevant training when necessary

Income generation responsibilities

- Ensure that all farm produce is displayed to maximise sales.
- Assist with the planning, promotion and delivery of events as and when required.

Problem solving and autonomy

- Manage café stock levels – using current systems to liaise with staff member in charge of purchasing to ensure café stock levels are maintained.

Person specification: Café Assistant

Essential	Desirable
Qualifications:	
<ul style="list-style-type: none"> • Level 2 Food Safety Award or a willingness to take this training. 	<ul style="list-style-type: none"> • Emergency First Aid at Work
Experience:	
<ul style="list-style-type: none"> • At least 6 months' previous experience of working in a café • Experience of food preparation and cooking with an ability to handle multiple orders • Experience of working with adults with additional support needs • Experience with café stock taking • Experience ordering stock, preparing rotas and undertaking café related Health & Safety duties. 	<ul style="list-style-type: none"> • Relevant disability training such as disability awareness, autism, epilepsy • Experience of supervising / supporting adult volunteers
Competence, Knowledge and Skills:	
<ul style="list-style-type: none"> • Excellent food presentation skills • Demonstrable ability to work within a budget/manage cash flow • Proven ability to work as part of a team • Good understanding of food hygiene standards and allergen awareness. • Good knowledge of café related H&S • Good knowledge of the better, safer food guide and the knowledge of day-to-day operational priorities of a café • Knowledge of how to perform spot checks and ensure any issues are reported to the Café Lead. 	<ul style="list-style-type: none"> • An interest in locally sourced and/or Fair-Trade produce • Full Driving License • Experience of café logistical operations

Personal Qualities:

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| <ul style="list-style-type: none">• Self-motivated and self-sufficient - able to work unsupervised• Highly organised• Pleasant and confident manner when dealing with the general public, staff and volunteers• Patient and empathetic approach to supporting volunteers• The ability to be flexible and adaptive• A good communicator who can respond well to the challenges of most farm employees being part-time• An engaging and professional approach to your work whilst upholding high standards at all time• Able to stay calm and focused in a busy environment• Organised and methodical in your work with an ability to follow and implement procedures• Possess a 'can do' community spirit and positive attitude | <ul style="list-style-type: none">• Interested in using own initiative to develop the cafe |
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