

## Job Description

Job title	Innovation Centre Senior Café Assistant
Directorate	PLACE : Regeneration, Community and Culture
Division	Regeneration
Range	MPR 2
Reports to	Front of House Manager "FHM"

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### Main purpose of the job:

To provide a high quality friendly café service for the Innovation Centre Medway, undertaking all Café related tasks but especially producing food and drink to an agreed standard ensuring the café operates in a health and safety compliant manner.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

To produce high quality fresh food and drink products from scratch such as cakes, soups, salads, quiches etc. and not using pre-made produce. To prepare fresh food for catering and for buffet bookings both internal and external. To have barista experience.

To upsell and promote café services and products to internal and external customers, providing new business opportunities and generating extra revenue.

To provide a customer friendly service for tenants and visitors, aiming to cater to their individual needs and requirements wherever possible, looking to relationship build to encourage repeat custom.

To carry out daily cleaning of the café as per the H&S guidelines, with regular scheduled deep cleaning. To liaise with contractors when they come to do specialist cleaning services.

To ensure the café is Health and Safety compliant by following and recording all cleaning, food preparation and storage guidelines and general health and safety



procedures trained in the Level 2 food and hygiene qualification.

To happily support and cover all team members via cross skilling and to provide support to the ICM Manager and Front of House Manager on any ad-hoc tasks as and when they are required including the cover of Reception.

To use the till management system to look at sales to determine orders and to update pricing and products as necessary.

To provide stock control, stock rotation and stock ordering to maximise the revenue from the café.

To adhere to the Café Standards guidelines set out by the FHM.

To operate the till, charging the correct amount for the purchased product.

To regularly meet with FHM to come up with ideas for the café, keeping the menu fresh and interesting.

To undertake Fire Marshall and First Aid training.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

#### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Accountabilities to Children and Young People *\*For CSC roles only – to be deleted for all other divisions\**

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

### Organisation:

This role reports to the Front of House Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

## Working Style:

FIXED - The post holder will be permanently based at the Innovation Centre Medway, although they may be expected to work at any location across Medway.

## Person Specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

Level A

- Level 2 Food and Hygiene

Level B in addition

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Level C in addition

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### Knowledge

Level A

- Interpersonal skills

Level B (in addition)

- Multi-tasking with good work prioritisation

Level C (in addition)

- <Basic literacy and numeracy
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### Experience

Level A

- At least 2 years working in a similar environment

Level B (in addition)

- Ability to operate the café by themselves

Level C (in addition)

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### Skills

Level A

- Multi-tasking

Level B in addition

- Copes well under pressure

Level C in addition

- Ability to prepare nice looking food and make cakes



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