

Job Description

Job title	Innovation Centre Café Assistant
Directorate	PLACE : Regeneration, Community and Culture
Division	Regeneration
Range	MPR 1
Reports to	Front of House Manager

Main purpose of the job:

To provide a high quality friendly café service for the Innovation Centre Medway, undertaking all Café related task but especially producing food and drink to an agree 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 food and drink products for Café customers and for buffet bookings.

To provide a customer friendly service for tenants and visitors looking to relationship build with regular customers to encourage repeat loyal custom,

To ensure the café is health and safety complaint 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 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.

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

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

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

-

Level C in addition

Knowledge

Level A

- Interpersonal skills

Level B (in addition)

- Multi-tasking with good work prioritisation

Level C (in addition)

- <Basic literacy and numeracy

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)

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