



## Job Description

**Post:** Café Operative

**Directorate:** Communities and Neighbourhoods (CaN)

**Team:** Community Development and Wellbeing

**Grade:** Scale 3

**Responsible to:** Café Operations Manager

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### Purpose of Job

This role is for an energetic café operative who is comfortable around a quality coffee offer, passionate and knowledgeable about food and has the customer service charm to make each and every guest feel welcome in a very special way.

Our cafés are also venues for creative arts, community events, co-working endeavours etc. and so you must be able to share our message and promote these activities with a smile.

### Main Duties and Responsibilities

#### Customer Care

- Provide warm, welcoming and responsive customer care to all café customers and guests in the community space
- Host, direct and support café customers and community centre visitors

#### Food and Beverage Service

- Serve and prepare drinks and simple meals

#### Sales and Marketing Targets

- Operate an electronic point-of-sale (POS) system and handle cash, card and electronic financial transactions
- Maximise sales through a customer-focused approach

#### Compliance

- Undertake administrative functions and maintain accurate records for reporting and health & safety

#### Quality Control

- Ensure that all food and products are consistently prepared and served according to the café's recipes, portioning, cooking and service standards
- Ensure that the high standards of sanitation and appearance of the café is maintained at all times

**Cash Control**

- Follow cash control procedures to responsibly monitor cash/credit sales

**Environmental Health/Food Safety/Facilities and Equipment Maintenance**

- Ensure that all policies, procedures and systems are followed and complied with

**Creative Service Development**

- Contribute ideas towards the creation of new products & services

**Stock Control**

- Ensure that all deliveries are received in line with relevant procedures, checking correct unit counts and condition and moving delivered items to their correct locations
- Follow procedures to maintain accurate records of stock levels to prevent wastage and theft

**General**

- Perform other duties as may be reasonably required by your line manager
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards

## Person Specification

**Post:** Café Operative

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All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. Food Hygiene or Food Handling Certificate or willingness to undergo training
2. Skills	a. Good food preparation skills b. Ability to work under own initiative and produce results in line with service expectations c. Computer literate and able to operate a POS system d. An excellent team player e. A willingness to learn and continue to develop professionally
3. Experience	a. Experience of preparing food in a commercial environment (desirable) b. Experience communicating and hosting in a diverse space (desirable) c. Experience delivering quality hospitality provision (desirable) d. Experience of working in a busy customer-focused
4. Knowledge	a. A working knowledge of Health and Safety requirements. b. Knowledge of the hospitality industry (desirable)
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving