

JOB DESCRIPTION

Job Title:	Café Assistant
Accountable to:	Café Lead
Salary:	£21,095.00 per annum
Location:	Berkshire
Hours:	35 hours per week – worked flexibly dependent on service needs to include some evenings and weekends
Contract:	Permanent

MAIN DUTIES AND RESPONSIBILITIES

Kitchen Operation

1. Support the daily operation of the kitchen which will include; producing a range of light healthy sandwiches, soups, jacket potatoes etc. for pre-ordered lunches throughout the business week; produce light catering for business lunches and general catering for larger pre-arranged events as required.
2. Support the periodic cleaning of the kitchen and café seated area ensuring compliance with hygiene standards for food production and the laws of Kashrut whilst maintaining all environmental health standards; comply with risk assessments in place for the safe handling of food and storage of all equipment and kitchen functions.
3. Support the maintenance of the café seated area by clearing away used items, periodic cleaning and serving customers.
4. To be front of house, by taking orders, exchanging cash and receipts, using the till and supporting the Café Lead to deliver a high quality service to customers.
5. Assist the administration functions of the kitchen to include; food ordering and purchase; recording daily income and expenditure; health & safety monitoring checks; maintaining all financial records.
6. Work in a professional manner, including dealing with any customer complaints/suggestions. Work closely with your line manager and colleagues as necessary to ensure that any specific dietary support plans are adhered to.
7. To ensure relevant health and safety guidelines are completed in line with kitchen regulations.
8. Work within the quality assurance framework ensuring that services delivered meet the standards required by Norwood, external regulation and Health and Safety protocols

General

1. To take all reasonable care of the health and safety of him/her self and of other persons who may be affected by his/her acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
2. To work at any other Norwood location, as and when required.
3. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
4. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
5. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
6. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
7. To undertake any other duties which are consistent with the post.
8. To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION
Café Practitioner

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Relevant experience of working in a catering/caf� environment • Relevant experience of food preparation • Experience of maintaining systems for recording, assessing and monitoring service delivery 	<ul style="list-style-type: none"> • Experience of working with people with learning disability in a health and social care setting.

QUALIFICATIONS	<ul style="list-style-type: none"> • Grade C or above at GCSE level in English and Maths or equivalent. • Food hygiene certificate (if not already achieved Norwood will support to achieve within 1 month) 	<ul style="list-style-type: none"> • Catering qualifications
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Ability to write clear records and reports • Good presentation and communication skills and a good level of literacy and numeracy • Intermediate IT skills including Outlook, Word, Excel and Powerpoint • Ability to be self motivated and use personal initiative within a structured framework • To be able to handle crisis situations and support staff / people who use the service • Excellent interpersonal, social and facilitation skills for communication. 	
PERSONAL CIRCUMSTANCES AND ATTRIBUTES	<ul style="list-style-type: none"> • Physically fit and able to perform a variety of tasks. • Highly motivated and committed to personalisation with a positive attitude to disability and the benefits of social and leisure activity. • Willingness to work in other locations if required • Knowledge of self and effect on others • Willing to challenge and offer balanced reasoning • Able to work flexibly to attend ad hoc events including evenings and weekends • Willingness to undertake further training and achieve qualifications as required • An understanding and commitment to apply Equal opportunities. 	<ul style="list-style-type: none"> • Full clean driving licence