

JOB DESCRIPTION

JOB TITLE:	Café Assistant/Barista
HOURS:	Variable (shift-based)
LOCATION:	London, NW3
REPORTING TO:	Café Manager
RATE OF PAY:	£13.15 per hour
ANNUAL LEAVE:	5.6 weeks per year

PURPOSE OF ROLE

To deliver an excellent food and drink experience for JW3 customers. The Café Assistant will take responsibility for the preparation of food, serving food and drinks, and ensuring that first class customer service is provided at all times.

RESPONSIBILITIES

- Greet and provide a professional, warm welcome to customers as they enter
- Provide customers with food and drink options and answer any questions they may have (for example, regarding food ingredients and preparation)
- Take customer orders, taking care in noting down any relevant details (for example, preferences of coffee blend, dairy and sugar ratios)
- Prepare a range of hot and cold beverages, following agreed recipes
- Serve beverages and prepared food to customers
- Assist with food preparation for the Café deli offer – including making up bagels, panini and sandwiches, heating up pizza and soup, preparing salads; ensuring that food is prepared and presented in line with JW3 and Kosher Licence standards
- Receive and process payments (contact payment only)
- Maintain cleanliness and sanitation of the café and bar area to a high standard, including equipment and utensils, ensuring maintenance of the café's 5-star food-hygiene rating
- Maintain stock of clean mugs, utensils and plates
- Monitor inventory levels and restock products as needed
- Check that brewing equipment is operating properly and report any maintenance needs to Café Manager or Head of Building & Facilities
- Comply with health and safety regulations including keeping all files and documentation up to date daily and weekly
- Communicate customer feedback to the Café Manager and proactively share own recommendations based on day-to-day interactions with customers – for example, new menu items
- Adhere and maintain all data protection policies and protocols
- Protect and enhance the reputation of JW3, representing JW3 in a professional manner to all stakeholders.
- Undertake other reasonable duties as required by your line manager

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Skills & Experience

- Previous experience in a hospitality-based role – for example, as a barista or waiting staff
- Experience of using brewing equipment
- Strong working knowledge of sanitation regulations
- Willing and able to work flexibly to meet the needs of the team and organisation
- A professional, confident, and friendly manner with the public, being attuned to customers' preferences
- Essential numeracy skills for processing payments
- Excellent interpersonal and communication skills
- Strong attention to detail
- Ability to navigate competing priorities within a fast-paced environment and manage high-pressure situations in a calm, professional manner
- Working knowledge of HACCP (Hazard Analysis and Critical Control Points) and food safety procedures
- Hold a Level 2 Food Hygiene certificate

Personal Qualities

- Demonstrates a commitment to JW3's vision and mission.
- Is approachable and able to engage positively with others, building and maintaining strong working relationships.
- Has a proactive and flexible approach to their work, including a willingness to work evenings, weekends and Bank Holidays to serve the needs of a venue that operates 15 hours per day for 6+ days per week; year-round.
- Driven and passionate about delivering a positive experience to users of the centre