

**Job Title: Retail/ Cafe Assistant**

**Job Purpose:**

To work as part of the primary purpose trading team supporting the retail operations at a variety of on-site and community-based locations, predominantly Kiosk and Farmers Market.

To support our independent customers (adults with learning disabilities) to receive a person-centred experience within retail and customer service environments.

 **Specific Duties:**

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| **Food & Beverage Service** |
| 1. Ensure that “Safer food, better business” systems, standards and quality are maintained to comply with food safety and environmental health standards, with a view to maintaining our 5-star rating.
2. Undertake the preparation of ready to eat food products ensuring products are cooked as per product guidelines, display all correct labels and best before dates.
3. Ensure order deadlines are met with sufficient stock to last to next delivery window to achieve full availability of stock.
4. Record fridge and freezer temperatures and maintain accurate records. Clean fridges and freezers in accordance with cleaning schedules and maintain appropriate records.
5. Assist in stock checks to avoid wasteful purchases and minimise food waste.
6. Ensure that stock cupboards and storerooms are kept clean and tidy. Put away stock deliveries ensuring quality of stock and stock rotation.
7. Ensure a safe, hygienic and caring work environment for customers, volunteers and staff. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers, trainees and colleagues in a Covid-secure environment
8. Wash utensils, crockery and equipment, sterilising where required, following set guidelines and using dishwasher as appropriate.
9. Support the organisation with any special functions or fundraising events which may occur from time to time.
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| **Customer Service & Merchandising**  |
| 1. Greet, engage with, and serve customers in a pleasant and courteous manner offering information on products & produce. Consistently exceed customer expectations.
2. Develop knowledge of products, including new lines and offers, and share that knowledge with customers and other colleagues in a confident manner.
3. Follow merchandising plans where necessary and follow the store merchandising guidelines.
4. Where applicable to the service outlet, prepare food and beverages which are attractively presented and served to customers in accordance with health and safety food hygiene and Covid-secure measures.
5. Clear and clean tables ready for customer use. Remove used crockery and utensils from the eating areas to the service cleaning point.
6. Clean coffee machine daily and top up machine supplies as needed.
7. Ensure high levels of hygiene and cleanliness at all times, sales areas are clean and tidy, floor is swept and counter tops are regularly cleaned throughout the day. Keep cleaning records
8. Accurately operate the till handling cash and card transactions and ensure that the till balances at the end of each shift.
9. Ensure that the service outlet is securely locked at the end of each shift and all perishable items are refrigerated /stored away as required to maintain freshness.
10. Ensure that the Farmers Market produce and equipment is prepped before and after market days and returned to the centre for safe storage, cleaning etc.
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| **Additional Requirements:** |
| 1. Ability to drive to transport goods and equipment between venues.
2. Attend all training courses as directed by the Head of Kitchen and be responsible for maintaining and improving own knowledge and skills through experience and training. Specifically, undertake training in ‘rapid cooking’
3. Adhere to the Apuldram Centre’s Policies and Procedures.
4. Willingness to work flexibly in order to meet the needs of the service, including weekends.
5. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the service.
6. Participate in staff meetings as required making a constructive contribution.
7. Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication.
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**Person Specification**

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|  **ESSENTIAL** | **DESIRABLE** |
| Good general standard of education to include GCSE English and Maths Grade C (or equivalent) and good IT skills  | Level 2 Food safety certificateCovid-19 infection control training |
| Experience of basic food preparation using fresh produce. Knowledge of procedures for stock rotation and food presentation  | Experience of working in a busy catering / retail operation |
| Physically fit to lift grocery boxes | Trained in manual handling |
| Full driving licence  | Car owner (business mileage) |
| Commitment to learning, training and professional development | First Aid trainingPrevious experience of working in the charity sector / working with adults with a learning disability  |
| Able to work flexibly (on a rotation) | Experience of lone working and key holder procedures |
| Reliable, trustworthy and patient with a friendly and engaging personality, clean & tidy appearance / grooming |  |

**Key Competencies Required for the Role:**

* Ability to communicate effectively with a range of people.
* Ability to lone work and work as part of a team
* Ability to work flexibly with customers with a learning disability
* Ability to carry out repetitive, routine tasks to a high standard
* Ability to complete and maintain accurate records
* Ability to process till and cash transactions