

Job Description

Service:	Leisure, Health & Environment
Job title:	Café Assistant
Grade:	A
Hours of work:	Variable
Responsible to:	Visitor Experience Team Leader, Visitor Experience Delivery Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	

Purpose of Post:

To run a friendly community focused café and gift shop at a country park. To ensure members of the public have a great customer experience whilst visiting.

Key Deliverables:

To work in the café setting, preparing food and serving customers, washing dishes and keeping the café clean.

Manage stock levels, minimising waste and providing quality food.

Be flexible to provide any additional help when events are on.

To work in the external catering van.

Implement cleaning schedules ensuring hygiene standards are consistently met and keep written records accordingly. Maintain a 5-star food hygiene rating

Ensure high standards of customer service and develop a personal rapport with the customers to ensure repeat visits and to increase the number of regular visitors throughout the year

Monitor the gift sales, liaise with suppliers regarding stock and maintain accurate records

Use equipment safely and appropriately. Undertake daily equipment checks and routine maintenance, keeping accurate and timely records.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

The post holder will be required to work as part of a team and assist or carry out the duties of other Officers employed within Countryside team, during periods of high work load, sickness, holidays and emergencies and must be prepared to be flexible in the approach to work, to reflect the changing nature of the business.

The post holder will be required to acquire a general knowledge of the functions of Huntingdonshire District Council and specific legislation which applies to the activities of the service, and familiarise themselves with Hinchbrook Country Park to be able to pass on the knowledge to customers, as the café is often the first place new visitors will go.

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
Knowledge of working with food	(D)	Application form Interview
Good knowledge of health and safety including risk assessments and COSHH	(D)	Application form Interview
GCSE English and Maths grade C or above (or equivalent)	(D)	Application form Interview
First Aid at Work Qualification	(D)	Application form Interview
Food hygiene certificate level 2	(D)	Application form Interview
Experience		
Customer Service	(E)	Application form Interview
Good communication skills	(E)	Application form Interview



Experience of working within a customer service environment	(E)	Application form Interview
Proven experience of team work	(E)	Application form Interview
Experience of working with volunteers of varied abilities and ages	(D)	Application form Interview
Experience of stock handling	(D)	Application form Interview
Retail experience	(D)	Application form Interview
Experience of conflict resolution	(D)	Application form Interview
Skills and Abilities		
Clear and concise written and spoken communication skills and excellent interpersonal skills, adapting approach to engage with different audiences.	(E)	Interview
Good time management and ability to prioritise daily tasks.	(E)	Interview

Ability to work under pressure, to maintain several live projects at the same time. Throughout this multi-tasking, demonstrate drive and a positive approach to work improvement.	(E)	Interview
Ability to follow instructions and procedures.	(E)	Interview
Ability to work alone as well as in a team.	(E)	Interview
Ability to deal confidently and effectively with complaints and enquiries.	(E)	Interview
Decision Making and Impact on Others What impact the decisions made by the post holder would have on others across the Council	Prioritising customer enquiries and getting the relevant help from the countryside team will improve the customer experience. Offering advice to customers as the first point of call will enhance the experience and lead to more compliments. Upholding legislation and maintaining excellent hygiene standards and cleaning procedures will lower the risk of food poisoning, which will build the good reputation of HDC and act as and advert for Environmental Health team Knowing when to seek help and advice offers a quality service and builds trust with both internal and external users,	
Communication with Internal and External Customers	Internal customer contact 10% Countryside Staff and other Huntingdonshire District Council staff External customer contact 90%	



What customers the applicant would be in contact with in the job	The public, contractors, suppliers, community and social groups, Councillors, school pupils, local landowners and the media The post holder will be required to use all forms of communications including face to face, telephone, email and written letters/documents as well as social media.
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Be a good team worker demonstrating loyalty and commitment to the organisation and team members (E) Willingness to be adaptable and flexible with every role within Countryside Services (E) Willingness to travel to other Countryside sites as required (E) Willingness to work flexible hours to cover weekends, evenings and bank holidays (E) Willingness to have an HDC Enhanced DBS check (E) Good attention to detail (E) Willingness to contribute new ideas and creative solutions for the development of sites including identifying opportunities to make Countryside Services more profitable (E)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.



	Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children