

YMCA North Tyneside

Job Description

Job Title:	Barista
Salary:	£10,637 per annum (£8.50 per hour)
Hours of work:	24 hours per week
Duration of contract	Permanent - 52 weeks per annum
Reporting to:	Head of Operations: Client Services
Location:	Primary workplace is YMCA North Tyneside, Church Way, North Shields, NE29 0AB.

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside. South Tyneside and Teesdale.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

This role contributes to the provision of services to the North Shields community, which also include; YMCA Gym, provision of space for tenants, room hire for meetings, activities and conferences.

The core areas of the YMCA's business:-

- The Fitness Centre: which comprises a large fully equipped fitness area with cardiovascular and strength training equipment, changing facilities and a reception area.
- Supported Accommodation: which comprises 38 accommodation units which are let to young people.
- Families & Communities: a variety of youth programmes that includes detached & centre based youth work, Children's Art, Heritage and a 65 place day nursery.
- Training & Education. Cafe, YMCA Music, Alternative Education.

Job Purpose:

To support the Café Supervisor in the day-to-day running of our commercial cafe, based at our main site on Church Way, North Shields, NE29 0AB, as part of a 2-strong supervision team.

The café provides healthy food at a highly affordable price, including breakfast, lunch, cakes and protein snacks, as well as barista style coffee and a "to go" menu.

The café is currently open 8.30am until 5.30pm Monday to Friday and 9am - 3pm on a Saturday. Paid staff will work alongside, and in support of, learners on catering and hospitality qualifications, volunteers, long term work experience and apprentices.

The role of Barista is to support the Café Supervisor, ultimately ensuring that the café delivers a surplus (profit) that can be re-invested into delivering YMCAs charitable objectives, as well as supporting the development of learners.

We aim to ensure that our food, drink, cleanliness and customer service is “exceptional”.

Reporting to:

Café Supervisor

Main Responsibilities:

1. To help create a welcoming café environment that people actively seek out, because of the quality of both the food and customer service they receive. As well as a safe, clean and attractive environment to visit.
2. To work as a competent Barista and to take the lead of the training of learners in the production of quality barista-style coffee. We genuinely want to deliver the best cup of coffee in North Tyneside and because of this, we need to maintain exceptional standards in terms of the look, feel, taste and presentation of our coffee. Undertaking additional training to develop Barista skills (primarily with Tynemouth Coffee Co.) is essential.
3. To build relationships with learners so that they feel valued and cared for. Through doing this we believe that they will best respond to the challenges of the work environment and become successful in what they do.
4. To build relationships with customers and ensure that they receive a consistently high standard of customer service.
5. To review, challenge and innovate: make suggestions regarding new and/or improved way to get the most out of the experience for learners and customers alike.
6. To demonstrate the values of YMCA at all times, and to cross-promote our other services and the work we do to transform the lives of young people.
7. To support the Café Supervisor in the delivery of ongoing training and assessment of learners. This may, on occasion, require completing some paperwork for their files.
8. Delegated responsibility (when taking the lead on supervising the café, learners and other staff) for the Health & Safety of everyone within the café environment - including customers.
9. To work within the procedures detailed by the Café Supervisor to ensure exceptional standards of cleanliness (customer area as well as servery), quality and availability of food and drink, efficient and effective cashing up and record keeping, and so on.
10. To support the Café Supervisor in any other reasonable task e.g. stock taking, preparing food in the kitchen if required, banking and errands.

Scope and Limits of Authority:

The post holder is free to act in the performance of day to day duties. Any new development must be discussed with the Café Supervisor.

Relationships:

The post holder will liaise with the following on a daily basis:-

- Café Supervisor
- Cook Supervisor(s)
- Kitchen Tutor
- Customer Service Staff
- Estates and Facilities Manager
- Learners and volunteers
- Members of the public
- Members of YMCA staff and their visitors

Job Description agreed on: 24th January 2018

Post Holder signature Date

Job Title: Barista

Function Manager signature Date

Job Title: Head of Operations: Client Services

HR signature Date

Job Title: Head of Operations: Programme Support and Strategy

SECTION B. Person Specification

Attitude:

Essential:

- A desire to take a learner-first approach and to help make a difference in people's lives.
- A desire to share skills, knowledge and experience and to help learners exceed their own expectations.
- A desire to deliver excellent customer service.

Experience:

Essential:

- Working as a Barista in a fast paced coffee environment with a reputation for good coffee
- Working with team members to develop their confidence and skills in relevant areas.

Desirable:

- Experience of working with young people (16 - 25 years) in an educational or training setting.
- Prior experience of developing learners, some of which are economically inactive, have disabilities or and amongst the hardest to reach young people.
- Educated to degree standard (or other appropriate qualifications and experience).

Skills and Abilities:

Essential:

- Relevant qualifications to the café environment; including food hygiene certificate.
- Excellent communications skills in relation to learners: calm, relaxed, encouraging and quietly authoritative.
- The ability to positively engage with people of all life stages and economic/personal situations.

Desireable:

- Relevant teaching qualifications and/or experience.
- Relevant assessor qualifications.

SECTION C: Terms and Conditions

Salary: £10,637 per annum (£8.50 per hour)

Hours of work: To be mutually agreed

Paid Leave entitlement: As per contract of employment

Sick pay provision: As per contract of employment

Pension entitlement:

You will be autoenrolled into the YMCA pension scheme, subject to meeting government set thresholds.

Period of notice offered and required:

As per contract of employment

Conditions of appointment:

- Subject to satisfactory references, and criminal background check through the Disclosure and Barring Service (DBS).
- A requirement to training / events / courses deemed relevant and appropriate when post requires.
- The first three months of your employment will be regarded as a probation period, during which time an assessment of your performance, conduct and attendance will be made. The completion of your probationary period will, however, be subject to a formal review and you will not have completed your probationary period until that review has taken place and you have been confirmed in post.

Miscellaneous:

Outside paid employment must not take place within, overlap or interfere with YMCA contracted hours

This job description sets out the task requirements required of this post.

Along with the Staff Handbook and the letter of appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting any changing of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.

Employee Perks:

Competitive Salary

Life assurance of 2x annual salary

Group Pension Contribution Scheme

Access to Employer Assistance Programme (suite of legal and health information)

Access to GP Helpline

Free membership to YMCA Gym

Discount at the YMCA Cafe