

## Cafe Assistant Job Description

<b>Job Title:</b>	Cafe Assistant
<b>Contract Type:</b>	Bank Staff (Zero Hours)
<b>Hourly rate of pay:</b>	Up to £9.00 (& Benefits)
<b>Hours of work per week:</b>	0 hours. Cover will mainly be required on Sundays, Bank Holidays & School Holidays
<b>Responsible to:</b>	Cafe Supervisor
<b>Location:</b>	YMCA Community Cafe Cockfield, Teesdale

### Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

### Job Purpose:

To effectively support the day to day running of our Community Café including providing excellent customer service at all times.

### Main Duties & Responsibilities:

- To support the daily operations including dealing with customer queries, requests and problems, taking payments and operating a till, helping with general cleaning and tidying (around the kitchen and counters, tables, floors and toilets) and support with food preparation
- To provide excellent customer service at all times
- 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.
- To work in a way that ensures the Health & Safety of everyone within the café environment.
- To deliver barista-style coffee. We genuinely want to deliver the best cup of coffee in Teesdale 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 our Baristas as well as Tynemouth Coffee Co.) is essential.



- To have a caring attitude towards learners and volunteers so that they feel valued. Through doing this we believe that they will best respond to the challenges of the work environment and become successful in what they do.
- To build relationships with customers and ensure that they receive a consistently high standard of customer service.
- 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.
- To work within the procedures; 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.
- To undertake any other reasonable task e.g. stock taking, preparing food in the kitchen if required, banking and errands to maintain the café operation.
- May be requested to help with the basic preparation and could potentially learn to potentially learn to cook when the cafe is quiet. However, this is not a requirement of the role.

### **General:**

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

### **Equal Opportunities:**

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

