

Cafe Assistant (Teesdale) - Person Specification

| | Essential | Desirable |
|--|-----------|-----------|
| Education/ Knowledge | | |
| Relevant qualifications to the cafe environment | | x |
| Excellent communications skills in relation to learners and volunteers: calm, relaxed, encouraging and supportive | | x |
| Level 2 Food Hygiene certification | | x |
| Experience | | |
| Experience of working in a Café | | x |
| Prior experience of helping learners, some of which are economically inactive, have disabilities or and amongst the hardest to reach young people. | | x |
| Experience of working as part of a team | | x |
| Experience of working under pressure and to deadlines | | x |
| Experience working within customer service | | x |
| Enjoys multi-tasking in a busy environment | x | |
| Skills & Abilities | | |
| Willingness to assist with the efficient and safe running of a Café | x | |
| Willingness to learn how to serve food in accordance with appropriate legislation | x | |
| Enthusiasm and interest in the job | x | |
| Ability to follow and adhere to Health and Safety guidelines | x | |
| Passionate about delivering high quality customer service | x | |
| Friendly, cheerful, positive and motivated | x | |
| Able to talk to people from all walks of life | x | |
| Believer in supportive environments and working well with colleagues | x | |
| An understanding of equality and diversity with the ability to challenge discriminatory behaviour | x | |