



Job Title: Café assistant

Reports to: Café Manager

Salary: London Living wage, Casual hours Contract. Must be available to work every Saturday and Sunday 8am-6pm.

The Royal Foundation of St Katharine

Founded in 1147, The Royal Foundation of St Katharine has served as a centre for worship, hospitality and service over many centuries. Serving as an inclusive conference and retreat centre from the time of our move to Limehouse in 1948.

Housed in a large yurt with a smaller yurt providing reflective space, our Café is a central piece of our community initiative. Alongside a Community & Wellbeing Hub the Café is a flexible part of a programme to create a vibrant neighbourhood and promote wellbeing in a renewing of our long-standing tradition of service.

Our Cafe serves a range of hot and cold drinks, snacks and light meals and has a clear commitment to promoting a healthy lifestyle and sells a wide range of vegan and gluten free alternatives.

Job Purpose

As part of a larger effort of community engagement and service, the Café Assistant will be responsible for creating a welcoming atmosphere and assisting with events, while maintaining a level of professional service in serving and selling food and drink, providing the highest quality of customer care and ensuring a friendly and inclusive café atmosphere.

Key accountabilities

- Provide a warm, confident and efficient service in the Café and ensure the Café environment is welcoming, presentable and safe at all times.
- Assist with the presentation of the food and beverages offered for sale.
- Actively participate in a vibrant community-centred area in which innovation and creativity are encouraged and new ideas implemented and rewarded.
- Deal with any customer service related complaints in an appropriate and professional manner in order to ensure customer satisfaction.
- Maintain high standards of hygiene and cleanliness ensuring that the café remains a clean and pleasant eating and drinking environment at all times.
- Assist the Café Supervisor with the control of stock and keeping wastage to a minimum by using appropriate measures.
- Assist in ensuring café equipment is maintained appropriately and in good working order.
- Follow carefully the RFSK standards on being environmentally friendly.
- Ensure all financial transactions are completed according to company directives.
- Participate in the annual performance review and other targets, monitor achievement on a regular and consistent basis in accordance with RFSK's employee performance system.
- Ensure full compliance with all Health and Safety legislation.

Skills and Experience



Essential

- Experienced Barista (minimum 1 Yr) Capable of producing Latte Art and maintaining high standards in a very busy environment.
- Experience of working in a food service environment.
- Excellent organisation skills.
- Excellent communication skills and the ability to communicate with a range of people.

Desirable

- Food Safety Level 2.
- Experience of working in a social enterprise café or similar.

Personal Attributes

Essential

- Committed to excellent service of all customers and the local community.
- Drive and initiative to contribute to the success of the café.
- Willingness to learn and develop.
- Resourceful and self-motivated.
- Flexible with regards to working hours.
- Ability to respect and appreciate diversity.
- Ability to take feedback and direction.
- Ability to live the RFSK Ethos.
- Passion for people.

Status

This job description defines the role as it exists now. It is not meant to represent an exclusive description of the job holder's responsibilities as these may vary from time to time in line with the needs of the business. This role may change and evolve over time and any changes will be communicated appropriately.

This post is subject to 2 references and a Basic Disclosure and Barring Service check that are satisfactory to The Royal Foundation of St Katharine.

I have read and fully understand all the contents of this job description and understand that a signed copy will be kept on my personal file.

Signed:

Print:

Date: