

## Job Description

### Café Assistant, Arnotdale House, Falkirk

Two part time roles are available:

**12 hours per week** - shift patterns could vary but predominately covering three days a week, 4 hours a day

**8 hours per week** - shift patterns will cover our busy periods at the weekend

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge: working with the homeless and vulnerable to transform their lives.

Our vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 General

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Cyrenians is working in partnership with Falkirk Council to transform Arnotdale House in Dollar Park back into a centrepiece of the community. The building will house a café, events/meeting/party spaces and office accommodation, all of which Cyrenians will run as a social enterprise. This will generate income to provide sustainability and local jobs, offer volunteering opportunities for people from the local community as well as create work experience for people facing barriers to employment.

The renovated building includes office space for Cyrenians existing Falkirk services. The café and enterprise business is projected to be fully operational by early summer 2019 and provides an excellent opportunity for the role holder to be an active part of the initial planning stages linked to opening this new facility.

The building will be open to members of the public and function rooms available to hire for a range of activities, such as: community group meetings, weddings, bistro evenings, small concert evenings/recitals, food markets, educational courses, etc.

Cyrenians values food beyond its role as fuel -it also sustains our mental and emotional health and plays a central role in nurturing connection within

communities. This is the basis of the social enterprises we run, and pivotal to the success of the regeneration of Arnotdale House will be our café.

The Café Assistant role is to work alongside the other members of the Social Enterprise team within Arnotdale House, most notably the Social Enterprise General Manager and the Chefs, to successfully run the café and events space within the facility.

They will ensure customers' expectations of food and beverage are not only met but exceeded. The Café Assistant will help increase profitability, boost customer engagement and turn our café and event space into a must visit destination. The Café Assistant will ensure this is all achieved whilst delivering the highest level of customer service.

The Café Assistant role may include any aspect of the café and event hosting operations including equipment, facilities, health and safety, customer care and administration.

The role holder will also help to support the café and events space volunteers who may be supporters of or service users of Cyrenians.

The role will involve working with the Head Chef and Social Enterprise General Manager to achieve the best possible quality food and beverage provision.

It would be desirable if the successful candidate had work experience with various roles in cafes, event catering or similar establishments but not essential as on the job training can be provided. Also, you should be available to work during opening hours, including weekends, evenings and holidays.

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## **2 Tasks and Responsibilities**

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### **Main Duties and Responsibilities**

- To set and maintain the highest standards of customer service in the café and events spaces
- To assist and take responsibility for the presentation of the food and beverages offered for sale.
- To assist and take responsibility for the completion of administration duties linked to the facility which will include and not be limited to answering telephone calls, monitoring and inputting data into booking software and compiling information for reports
- Being responsible for drinks preparation and proper use of coffee equipment
- To assist in the monitoring and control of stocks and wastage, undertaking stock takes at regular intervals with the assistance of the Social Enterprise Management team.
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Ensure designated function rooms are set up correctly for events and bookings
- To work with the Social Enterprise team and the existing Falkirk Service teams, which includes Employability and The Lighthouse Project, on other complimenting projects as required.
- To ensure good timekeeping and performance and to comply at all times with security procedures and uniform for staff as instructed
- To provide cover with the other team members as required on a daily basis

## Health and Safety

At all times, and in accordance with the organisations procedures and training:

- Comply with and follow all Health and Safety policy, measures and legislation
- Carry out temperature checks on all refrigerator equipment
- Ensure your own safety and those whom you are working with
- Ensure the safe operation of the café and use equipment in a safe manner
- Maintain the security of the café, function suites and equipment
- Assist with Risk Assessments and Method Statements where required
- Apply first aid when necessary appropriate to your skill level
- Report all safety matters to the Social Enterprise General Manager

## Financial Management

- Operate the till and take receipt of payments
- Maintain updated records of daily, weekly and monthly revenues and expenses
- Ensure all cash, cheque and credit card transactions are completed accordingly to the organisations policies and procedures

## Customer Service

- Assist with customer enquiries and bookings
- Welcome customers and ensure their orders or requests linked to event bookings are processed efficiently
- Do everything within reason to minimise customer complaints and maximise customer satisfaction

## Café and Function Suite Management

- Ensure all administration, documentation, logs and records are complied, updated and stored as per the organisations procedures
- Remove litter from and maintain all areas in good, clean and serviceable order
- Notify the Social Enterprise General Manager of any facility problems or defects

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## 3 Person Specification

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### Skills and Experience

Experience of working in a café and events environment or similar customer serving role	Essential
Experience of basic food preparation	Essential
Hands on experience with Kitchen Equipment, specifically Coffee Machines.	Desirable
Taking responsibility for the cash float and cashing up at the end of the shift	Desirable
Experience of ensuring stock levels and product pricings are correct	Desirable
Excellent time management abilities, with a professional outlook and able to work under their own initiative without supervision.	Essential

Excellent customer service skills and drive and enthusiasm to achieve	Essential
Ability to remain calm and undertake various tasks	Essential
Knowledge of healthy eating guidelines and food hygiene legislation	Desirable
Undertaking visual Health & Safety checks and ensure all accidents are recorded and reported	Essential
Experience of working with tilling and booking systems	Desirable
Experience of working with small teams of staff / volunteers	Essential
Excellent verbal and written communication skills	Essential
Able to demonstrate the ability to maintain relationships and work with a range of service users and volunteers	Desirable
Ability to work with a range of individuals including those with complex needs	Desirable
Experience of developing and delivering training	Desirable
Experience of monitoring, evaluating and reporting to demonstrate impact of work	Desirable
Current driving licence	Desirable

### Training and qualifications

HNC Hospitality Management or City & Guilds or equivalent	Desirable
Demonstrable practical experience of working within a team environment	Essential

### Values and attributes

Conscientious, practical, committed and hard working	Essential
Dynamic, enthusiastic and engages well with people	Essential
Good team player but able to work on own initiative	Essential
Positive and creative approach to problem solving	Essential
Ability to deliver to set timescales	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Committed to learning and developing new knowledge and skills	Essential
Able to cope with stress and be supportive of colleagues going through change	Essential
Ability to work autonomously within charity's systems and ethos	Essential
Willing to be flexible to fulfil the requirements of the role	Essential

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## 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via Cyrenians Chief Executive Officer)
<u>Line Manager:</u>	Social Enterprise General Manager
<u>Liaison with:</u>	Food Education, Good Food and other Cyrenians staff, stakeholders and agencies, food industry, voluntary sector as needed
<u>Reporting:</u>	Report against work plan at regular support and supervision meetings
<u>Workplace:</u>	Arnotdale House, Dollar Park, Falkirk
<u>Working Hours:</u>	12 or 8 hours per week.

Flexible working in line with Café and Function Suite delivery, this will include weekend working and occasional out of hours working

Annual Leave:

25 days plus 10 public holidays (pro rata)

Salary:

£17,316 per annum pro rata (living wage rate).

This equates to:

**£5,616** per annum for a **12 hour week**

**£3,744** per annum for an **8 hour week**

Pension:

Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)

Disclosure:

PVG membership is required

Probationary period:

6 months

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## **5 Application Deadline and Interview Dates**

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**Closing date** is 12 noon on Monday 25<sup>th</sup> November 2019.

**Interviews** will be held during the week beginning 4<sup>th</sup> December 2019.

**Second interview** dates are to be confirmed.

Please refer to our Recruitment Information PDF for further guidance on completing and submitting your application form. Further information [www.cyrenians.scot](http://www.cyrenians.scot)