

## Job Description

### Front Of House Café Assistant, Arnotdale House, Falkirk

**Between 10 and 30 hours per week** – Hours may be tailored to suit individual applicants i.e. there may be two candidates at 15 hours each, or one who can work the full thirty.

Weekend work will often be necessary, but the hours of the role required will generally be between 9.30 and 4pm each day

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

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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Arnotdale House houses a café, events/meeting/party spaces and office accommodation, all of which Cyrenians 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 building is open to members of the public with function rooms available to hire for a range of activities, such as: community group meetings, weddings, , small concert evenings/recitals, food markets, educational courses, etc. The Front of

House role will include assisting at these events, but will predominately be utilised to serve customers in our thriving café, based over two rooms in Arnotdale

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

They will ensure customers' expectations are not only met but exceeded.

The café assistant will :

- Host- greeting and seating customers
- Take orders: dine in and takeaway
- Prepare and serve drinks, including coffee and other hot drinks
- Take payments
- Clean as they go, including tables, floors, coffee machine, etc
- Ensure all customers leave happy

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.

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 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
- Being responsible for drinks preparation and proper use of coffee equipment
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- 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
- 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

## 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

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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	Desirable
Experience of basic food preparation	Desirable
Hands on experience with kitchen equipment, particularly coffee machines.	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	Desirable
Excellent verbal and written communication skills	Desirable
Able to demonstrate the ability to maintain relationships and work with a range of service users and volunteers	Desirable
Current driving licence	Desirable

### Training and qualifications

Demonstrable practical experience of working within a team environment	Essential
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### 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 /Café Supervisor
<u>Liaison with:</u>	General Public 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>	Open for discussion Flexible working in line with Café and Function Suite delivery, this will include weekend working and occasional out of hours working
<u>Annual Leave:</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£19,048 pro-rata (this equates to £9.90 per hour). 30 hours/week = £15,444 per annum 10 hours/week = £5,148 per annum
<u>Pension:</u>	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%)
<u>Probationary period:</u>	6 months

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## 5 Application Deadline and Interview Dates

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**Closing date** is open  
**Interviews** to be confirmed  
**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)