



Job Description

Post: Café Operative

Directorate: Communities and Neighbourhoods (CaN)

Team: Community Development and Well Being

Grade: Scale 3

Responsible to: Café Operations and Strategy Manager

Purpose of Job

This role is for an energetic café operative who is comfortable around a quality coffee offer, passionate and knowledgeable about food and has the customer service charm to make each and every guest feel welcome in a very special way.

Our cafés are also venues for creative arts, community events, co-working endeavours etc. and so you must be able to share our message and promote these activities with a smile.

Main Duties and Responsibilities

Customer Care

- Provide warm, welcoming and responsive customer care to all café customers and guests in the community space
- Host, direct and support café customers and community centre visitors

Food and Beverage Service

- Serve and prepare drinks and simple meals

Sales and Marketing Targets

- Operate an electronic point-of-sale (POS) system and handle cash, card and electronic financial transactions
- Maximise sales through a customer-focused approach

Compliance

- Undertake administrative functions and maintain accurate records for reporting and health & safety

Quality Control

- Ensure that all food and products are consistently prepared and served according to the café's recipes, portioning, cooking and service standards
- Ensure that the high standards of sanitation and appearance of the café is maintained at all times

Cash Control

- Follow cash control procedures to responsibly monitor cash/credit sales

Environmental Health/Food Safety/Facilities and Equipment Maintenance

- Ensure that all policies, procedures and systems are followed and complied with

Creative Service Development

- Contribute ideas towards the creation of new products & services

Stock Control

- Ensure that all deliveries are received in line with relevant procedures, checking correct unit counts and condition and moving delivered items to their correct locations
- Follow procedures to maintain accurate records of stock levels to prevent wastage and theft

General

- Perform other duties as may be reasonably required by your line manager
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards

Person Specification

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All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. Food Hygiene or Food Handling Certificate or willingness to undergo training
2. Skills	<ul style="list-style-type: none"> a. Good food preparation skills b. Ability to work under own initiative and produce results in line with service expectations c. Computer literate and able to operate a POS system d. An excellent team player e. A willingness to learn and continue to develop professionally
3. Experience	<ul style="list-style-type: none"> a. Experience of preparing food in a commercial environment (desirable) b. Experience communicating and hosting in a diverse space (desirable) c. Experience delivering quality hospitality provision (desirable) d. Experience of working in a busy customer-focused
4. Knowledge	<ul style="list-style-type: none"> a. A working knowledge of Health and Safety requirements. b. Knowledge of the hospitality industry (desirable)
5. Key Competencies	<ul style="list-style-type: none"> a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving