



## FLITWICK TOWN COUNCIL

### JOB DESCRIPTION/PERSON SPECIFICATION

<b>Post:</b>	<b>Café Assistant</b>
<b>Post No:</b>	<b>FTC</b>
<b>Responsible to:</b>	<b>Café Lead</b>
<b>Responsible for:</b>	<b>Day-to-day operations – Front of House - Rendezvous Café &amp; Bar</b>

#### **Job Purpose**

To assist the Cafe Lead and Rufus Centre Chef with the management of the Rendezvous Café.

#### **Main Responsibilities**

1. When on duty, assist in looking after the smooth running of the cafe, liaising with the kitchen, hirers, and commercial partners.
2. To contribute to achieving the set objectives and to the wider Council objectives where possible.
3. Working with other Café staff or volunteers in the tasks associated with operating a Café environment.
4. To meet and greet clients as required and to attend to their needs.
5. To ensure the cleanliness of the Council's Café facilities and to carry out and keep up with agreed cleaning standards.
6. To embrace the principles of customer care, equality, and good health and safety standards.
7. Have some responsibility for safety and good order.
8. Have the ability to deal with any customer needs or complaints.
9. To work flexible hours to facilitate the needs of the job.
10. To work to set up or help operate any events, whether operated directly or in partnership by the Council.
11. To provide cover for staff or to supplement them as required.
12. To carry out checks of material /provisions needed and provide the information to the Café lead or Rufus Centre Chef ordering.
13. Dispose of or recycle any rubbish collected in or around the premises.
14. To operate any machinery in the Rufus Centre Café & Kitchen and carry out visual checks before use.
17. To undertake other tasks allocated by the Council which are within the competence and capability of post holder.



## PERSON SPECIFICATION

E = Essential  
D = Desirable

FACTOR	REQUIREMENT
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. Good general education: GCSEs or equivalent including English. (E).</li> <li>2. Food Hygiene qualification of at least level 1. (E).</li> <li>3. Further catering and hospitality qualifications or equivalent. (D).</li> </ol>
<b>EXPERIENCE</b>  E = Essential D = Desirable	<ol style="list-style-type: none"> <li>4. Good organisational skills. (E).</li> <li>5. Experience of working in a professional environment. (E) Experience of working to a high output standard. (D)</li> <li>6. Experience of operating in a multi – disciplinary environment. (E)</li> <li>7. Customer Services awareness. (D)</li> <li>8. Experience of working with catering staff for a range of events supporting a café environment to prestigious conferences and family events including weddings. (D)</li> <li>9. Experience of maintaining health and safety standards across a multi-discipline organisation. (D)</li> <li>10. Experience of undertaking minor maintenance of premises and plant. (D)</li> <li>11. Experience of generally supporting functions and events and of dealing directly with customers. (D)</li> <li>12. Experience of working in a front-line service with good customer care practice. (E)</li> <li>13. Basic operations of IT systems necessary for the tasks allocated. (D)</li> <li>14. Experience working in a collaborative way with other organisations and communities of place and interest. (D)</li> <li>15. Experience of handling cash. (D)</li> <li>16. Experience of working on own initiative. (D)</li> </ol>

<b>KNOWLEDGE/ SKILLS</b>	<p>17. A good grounding in the modern cleaning techniques and some knowledge in routine and periodic cleaning. (E)</p> <p>18. A thorough knowledge of good customer care practice (E)</p> <p>19. A knowledge of basic equipment maintenance. (D)</p> <p>20. Verbal communication skills to enable dialogue with colleagues and customers (D)</p> <p>21. Capability of working with internal and external teams and partners. (D)</p> <p>22. Basic understanding of health and safety requirements in relation to to cleaning materials. (E)</p> <p>23. Ability to support and cover where necessary (E)</p> <p>24. Ability to offer support a range of events and functions. (E)</p>
<b>Personal Style and Behaviour</b>	<p>25. Ability to be self-motivated, innovative and have a flexible approach to work (E)</p> <p>26. Ability to balance conflicting demands and to find acceptable ways forward. (D)</p> <p>27. Ability to work to strict deadlines and to work out of normal hours. (E)</p> <p>28. Commitment to client care, and service delivery. (E)</p> <p>29. Commitment to improving efficiency. (E)</p>