



Job Description and Person Specification

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
Job Title:	Coffee Shop Assistant (The Sidcot Hub)
Summary of the role:	<p>To deliver & maintain a high standard of service and customer care</p> <p>To serve at the counter, including taking orders, making drinks and preparing food & snacks</p> <p>To comply with Food Hygiene, and Health and Safety legislation</p> <p>Accurate completion of all temperature and food safety records</p> <p>Ensure that all areas are kept to a high standard of cleanliness and The Hub environment remains pleasant and welcoming to the client</p> <p>Operation of the Epos till system, and accurate cash handling</p>
Line management responsibility for:	N/A
Main duties and responsibilities:	<ul style="list-style-type: none"> • Promote and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact. • The ability to work alone and as part of a team with proven communication skills. • Ensure that a high level of customer service is maintained by being helpful, patient and courteous at all times • Prepare and serve high quality drinks and snacks, in a timely, organised manner • Operating the till efficiently and accurately, and balancing it on a daily basis • Ability to be creative with the counter displays



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	<ul style="list-style-type: none">• Ensure that stock rotation is carried out at each delivery• Maintain high standards of cleanliness and hygiene adhering to cleaning schedules and EHO guidelines• Complete other tasks commensurate to your trade and skill level as directed by the Central Management Team
Line management duties and responsibilities	<ul style="list-style-type: none">• To be responsible for the safe use of equipment• Utilise chemicals in an economical manner in conjunction with COSHH Regulations and safety data sheets.• Contribute to the schools recycling programme by ensuring designated bins are utilised correctly, and waste segregated accordingly• Be responsible for a set of keys and the security of them.

You may also be required to undertake such other comparable duties as the Headmaster or your line manager requires from time to time.



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Person Specification			
The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.			
	Essential	Desirable	Method of assessment
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	
Qualifications	<p><i>The professional, technical or academic qualifications that the Applicant must have to undertake the role or the training that they must have received</i></p> <p>N/A</p>	<p><i>The professional, technical or academic qualifications that the Applicant would ideally have to undertake the role or the training that they should ideally have received</i></p> <ul style="list-style-type: none"> • Basic food hygiene certificate. • Health & Safety certificate 	<p>Production of the Applicant's certificates</p> <p>Discussion at interview</p> <p>Independent verification of qualifications</p>
Experience	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to predict success in the role</i></p> <ul style="list-style-type: none"> • Relevant experience of being in a face to face customer service role • Previous cash handling experience 	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to contribute to success in the role</i></p> <ul style="list-style-type: none"> • Previous experience of working in a coffee shop or catering environment 	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>



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Skills	<p><i>The skills required by the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • Time management. • Team player. • A reliable, confident and adaptable person. • Ability to keep calm under pressure 	<p><i>The skills that would enable the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • Common sense. • The ability to prioritise tasks. 	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
Knowledge	<p><i>The knowledge required by the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • Health & Safety awareness. • Food safety awareness. 	<p><i>The knowledge that would enable the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • COSHH Awareness. • Manual handling awareness. 	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>



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<p>Personal competencies and qualities</p>	<p><i>The personal qualities that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people</i></p> <ul style="list-style-type: none"> • ability to form and maintain appropriate relationships and personal boundaries with children and young people • supportive of the Quaker ethos and principles • Good communicator 	<p><i>The personal qualities that would assist the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • A 'Can do' attitude. 	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
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