



Job description and Person Specification

Post	Barista
Scale	£8.36-£8.91
Responsible to	Senior Barista
Accountable to	CEO
Hours of Work	Evening and weekend work required, providing back up as required. Hours to be negotiated

Job purpose	
<p>Ensuring all customers and beneficiaries feel welcomed to Hygge, Community Store and Café</p> <p>Maintaining an excellent standard of customer service</p> <p>Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for each drink, such as espresso latte cappuccino flat whites etc.</p> <p>Passionate about coffee tea and other beverages</p> <p>Prepares food to be sold</p> <p>Maximising on selling food with drinks</p> <p>Merchandising displays within the store to be kept on trend and re-stocking the store</p> <p>Service the store, fulfilling and processing on-line orders as well as in person purchases</p> <p>To look after the café area and kitchen equipment, keeping the Hygge Café area clean and inviting to customers</p> <p>Seek to attract new customers and retain existing customers</p>	
Main duties	
<ul style="list-style-type: none"> • Promotes excellent coffee knowledge to our customers • Promoting the extensive range of food choices on offer to our customers • Excellent customer service skills • Food preparation • Processing store orders, preparing items for sale, arranging courier • Store presentation • Fulfil customers' orders from the store and from on-line orders • Coffee skills • Keeping Hygge Café and Store areas clean and tidy • Daily health and safety checks completed accurately • Promote the café through social media 	
Key responsibility's	
1	Project management



1.1	Maintaining and improving the appearance of Hygge Café, Store and Community Space.
1.2	Listening, verbal communication with customers and staff.
1.3	Supporting the Cook and Senior Barista to check stock levels are correct and ensure availability and product quality is consistent. Correct stock rotation and storage to reduce wastage.
1.4	Supporting the checking of Store stock and the ordering of stock for the Store
1.5	Support development and delivery of activities and events delivered in the Hygge Café and the community space
1.6	To maximise sales and revenue and discuss with Senior Barista
1.7	Perform all relevant tasks associated with service including preparation cleaning equipment making sure all h/s admin is completed correctly daily.
1.8	Ensure customer satisfaction and retention is core to delivery and service.
1.9	Enhance Hygge reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to Hygge.
2	Barista responsibility's
2.1	Providing a high standard of customer service.
2.2	Preparing and serving coffee at the highest standard
2.3	Taking food and drink orders, dependant on the order preparing the food and serving from the café/kitchen
2.4	Provide day to day support and motivation to fellow staff and volunteer team.
2.3	Resolving customer issues to their overall satisfaction.
2.4	Deliver excellent service and products which meet and exceed expectations. Assisting customers whenever necessary. Providing a warm and welcoming front of house experience
2.5	Maintain regular communication with fellow team and management discussions.
2.6	Fulfil on-line customer orders through the store as well as in person purchases.
2.7	Ensure that staff, students and volunteers take an anti-discriminatory and non-directive approach.
2.8	Answering the telephone.
2.9	Clearing and cleaning all areas of food/waste.
2.10	On occasion support with cashing up with support of the Senior Barista/cook.
2.11	Support with cleaning and clearing of all café/store areas after and during each shift in line with H&S and sanitisation requirements including customer toilets

3	Monitoring and performance
3.1	Maintain a positive outlook in all conduct.
3.2	Support and where appropriate lead on organisation achieving quality standards.
4	Information and communication technology
4.1	Ensure manual, electronic and internet information systems are utilised appropriately and maintain where necessary.
4.2	Use social media to promote Hygge Café and store and any events or activities within the café and community space.
5	RRISE Centres/properties
5.1	Ensure the maintenance of the security of Rotherham Rise properties.
5.2	Ensure the stock of resources and equipment is monitored maintained and used efficiently.
5.3	Ensure maintenance, cleanliness and efficient use of the building and upkeep of furnishings, ensuring appropriate recording and reporting.
5.4	Ensure all relevant health and safety checks are completed or alerted to the Senior Barista/CEO.
6	Policies
6.1	Maintains safe and healthy work environment by following organisation standards and sanitation regulations.
6.2	Maintaining confidentially throughout on all issues.
6.3	Comply with internal and external regulations, procedures and other requirements in relation to the organisation, its services and facilities.
7	Personal professional development
7.1	Attend and participate in regular team meetings.
7.2	Undertake professional development.
7.3	Maintain a working knowledge of legislation in relation to the management of data e.g. GDPR/ security of information.
8	Other
8.1	To undertake duties as required by the Senior Barista/CEO commensurate with the grade of post.
8.2	Manage and undertake projects as required by the Senior Barista/CEO as may be reasonably required.
8.3	Work flexibly to ensure the smooth functioning of Hygge Café and the Store

Person Specification

		Essential	Desirable	Short Listing Criteria
1.				
1.1	Previous experience in hospitality/ catering		AF/I	
1.2	Experience of anti-discriminatory practice and the implementation of equal opportunities		I	

1.3	Solid catering business understanding and awareness		AF/I	
1.4	Knowledge of or willing to learn about health & safety and food hygiene legislation	AF/I		YES
1.5	Experience of achieving results and making a positive difference to customer experience	I		YES
1.6	Experience in managing stock levels		I	YES
1.7	Previous cash handling and cash reconciliation experience		I	
1.8	Relevant qualification, or willing to work towards a relevant qualification E.g. Food hygiene qualification, health and safety training, first aid	AF/CQ/I		YES
1.9	Understanding the importance of confidentiality	I		
2. Skills and Abilities				
2.1	The ability to work quickly while remaining welcoming and friendly to customers	AF/I		YES
2.2	Self-motivating and ability to work independently, use own initiative and work as part of a team	AF/I		YES
2.3	Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving	AF/I		YES
2.4	The ability to spot issues and opportunities	I		
2.5	The ability to lead by example	I		
2.6	Ability to develop and maintain professional relationships and clear personal boundaries with service users paid and unpaid staff and professionals from other organisations	I		
2.7	Ability to manage and resolve conflict within teams and with customers	I		
2.8	Ability to work enthusiastically and flexibly to meet the requirements of the role	AF/I/R		YES
3. Behaviours				
3.1	A dynamic individual with a 'can do' positive attitude and approach	AF/I/R		YES
3.2	Demonstrating trust, openness and respect in dealing with staff and members of the public	I		
3.3	Flexible approach to tasks and workload	I		
4. Other				
4.1	Willingness to work unsociable hours including weekends	AF/I		YES
4.2	An awareness of the issues, impact and subsequent needs of adults and children affected by domestic and sexual abuse	I		



4.3	Ability to use social media effectively to promote the café, events and activities or a willingness to learn how to use social media		AF/I	
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Key

- AF – Application form
- I - Interview
- R – Reference
- CQ - Certificate or qualification