



Job description and Person Specification

Post	Hygge Team member
Scale	£8.36-£8.91
Responsible to	Hygge Team Leader (Cook)
Accountable to	CEO
Hours of Work	18 hours per week, some weekend and evening working

Job purpose	
<p>Ensuring all customers and beneficiaries feel welcomed to Hygge, Community Store and Café Maintaining an excellent standard of customer service. Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for each drink, such as espresso latte cappuccino flat whites etc. Passionate about coffee, tea and other beverages Maximising food and drink sale. Supporting colleagues with food preparation. To look after the café area and kitchen equipment, keeping the Hygge Café area clean and inviting to customers. 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 • Coffee skills • Supporting with food preparation • Keeping Hygge Café and Store areas clean and tidy • Health and safety checks completed accurately 	
Key responsibility's & Activities	
1	
1.1	Welcoming guests and visitors to Hygge Community Store and Cafe
1.2	Maintaining and improving the appearance of Hygge Community Store and Cafe.
1.3	Making and serving beverages, preparing and serving food, and taking payment
1.4	Listening, verbal communication with customers and staff.
1.5	Notifying the Team Leader when stocks are low or need replenishing
1.6	To maximise sales and revenue
1.7	Perform all relevant tasks associated with service including preparation and cleaning of equipment.
1.8	Ensure all health & safety checks and admin is undertaken during the shift and any issues reported to the Team Leader.

1.9	Ensure customer satisfaction and retention is core to delivery and service.
1.10	Enhance Hygge reputation by responding promptly and professionally to any customer feedback, comments, or complaints
1.11	Preparing and serving coffee at the highest standard
1.12	Provide day to day support and motivation to fellow staff and volunteer team.
1.13	Resolving complaints issues to their overall satisfaction.
1.14	Deliver excellent service and products which meet and exceed expectations. Assisting customers whenever necessary. Providing a warm and welcoming front of house experience
1.15	Maintain regular communication with fellow team and management discussions.
1.16	Ensure that staff, students and volunteers take an anti-discriminatory and non-directive approach.
1.17	Answering the telephone.
1.18	Clearing and cleaning all areas of food/waste.
1.19	Cleaning inside areas including customer toilets as well as outside seating areas to ensure that they are safe and hygienic
2	Monitoring and performance
2.1	Maintain a positive outlook in all conduct.
2.2	Support Hygge Community Store and Café achieving the highest Food Hygiene score
3	Information and communication technology
3.1	Ensure all information systems are utilised appropriately and maintain where necessary.
3.2	Use social media to promote Hygge Café and store and any events or activities within the café and community space.
4	RRISE Centres/properties
4.1	Ensure the maintenance of the security of Rotherham Rise properties.
4.2	Ensure maintenance, cleanliness and efficient use of the building and upkeep of furnishings, ensuring appropriate recording and reporting.
5	Policies
5.1	Maintains safe and healthy work environment by following organisation standards, policy and procedures, and sanitation regulations.
5.2	Maintaining confidentially throughout on all issues.
5.3	Comply with internal and external regulations, procedures and other requirements in relation to the organisation, its services and facilities.
6	Personal professional development
6.1	Attend and participate in regular team meetings.
6.2	Undertake development required to undertake the role.
6.3	Maintain a working knowledge of legislation in relation to the management of data e.g. GDPR/ security of information.

7	Other
7.1	To undertake duties as required by the Team Leader/CEO commensurate with the grade of post.
7.2	Work flexibly to ensure the smooth functioning of Hygge Café and the Store

Person Specification

		Essential	Desirable	Short Listing Criteria
1. Experience				
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	Previous cash handling and cash reconciliation experience		I	
1.7	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
1.8	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 cana '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	

Key

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