

JOB DESCRIPTION

ROSIE'S CAFÉ

POST: CAFE CO-ORDINATOR

REPORTING TO: ASSISTANT SERVICE COORDINATOR

ACCOUNTABLE TO: SERVICE MANAGER

JOB PURPOSE: This is a “hands on” position which will provide for the effective operation of the café, ensuring the highest standards of customer service are delivered to both regular and new customers. Supervising and training staff who have mental health issues, you will enable them to achieve more satisfying lifestyles to gain access to new opportunities in training, education and employment.

MAIN DUTIES AND RESPONSIBILITIES:

1. To take customer orders, serve food and beverages with the highest standards of customer service.
2. To work in accordance with all current food hygiene and Health and safety legislation.
3. To ensure all customer payments and transactions are processed and recorded accurately while following all till procedures.
4. To ensure all customers are served quickly and efficiently
5. To ensure high standards of cleanliness within the café at all times
6. To ensure all service users are trained, supported and encouraged to work to their full potential.
7. To carry out any other duties consistent with the broad remit of the post.

Job Specification

Essential

Knowledge of Health and Safety legislation and guidance

Experience of cash handling and till procedures

Effective communication skills, verbal and written

Ability to handle pressure and stressful situations

Ability and desire to deliver the highest standards of customer service.

Excellent time keeping and time management skills

Desirable

Knowledge of Barista work

Hold a current food hygiene certificate or willing to work towards

Awareness of issues surrounding mental health and learning disabilities and a sensitive approach to those returning to work after long term unemployment

Hold a full driving licence

Ability to work as part of a team, build good team spirit within the café and kitchen teams and the wider local community