

## **JOB DESCRIPTION**

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| <b>JOB TITLE:</b>       | Café Assistant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>ACCOUNTABLE TO:</b>  | Cafe Supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>RESPONSIBLE FOR:</b> | Support the catering team with the day-to-day operation of the department, including food preparation and cooking, front-of-house duties, and maintaining a clean, safe, and well-organised environment to ensure the efficient delivery of catering services.                                                                                                                                                                                                                                                         |
| <b>JOB PURPOSE:</b>     | To ensure the delivery of high-quality catering services by preparing and cooking all food in full compliance with food hygiene and safety regulations. To consistently follow and implement recognised best practices in food preparation, storage, and kitchen operations, while promoting safe working practices throughout the kitchen. To lead by example by maintaining high standards of cleanliness, organisation, and professionalism, helping to create a safe, efficient, and hygienic working environment. |

### **KEY DUTIES:**

#### **Operations**

- Deliver consistently high-quality food, ensuring excellent presentation and customer satisfaction
- To serve food and beverages to customers from the coffee bar
- Use the till system for taking payments
- Assisting with the loading and unloading of deliveries being in line with storage guidelines
- To work as part of a team to store & rotate foods correctly
- To ensure the efficient removal of kitchen waste.
- Support the catering volunteers who work in all areas of the café
- Opening and closing of the till including the completion of cashing up documentation.

#### **Health & Safety**

##### **Ensure compliance with:**

- Ensuring the correct use of all machinery and equipment following health and Safety guidelines
- Provide training assistance to all volunteers
- Maintaining a high standard of cleanliness in all areas of the catering department
- Complying with Food Handling & Hygiene standards
- Complying with HACCP
- Complying with Health & Safety regulations

#### **Equipment & Facilities**

- Report equipment faults and maintenance issues to the Café Supervisor or the centre Manager in the absence of the Café Supervisor.

- Support and undertake deep cleaning and maintenance schedules.
- Ensure the adequate PPE, cleaning materials, and equipment are available.

### **Training & Development**

- Complete all mandatory training.
- Support the development and training of staff and volunteers.
- Apply learning to improve service delivery.

### **Working Practices/General**

- As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.
- Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#)
- Age UK Leicester Shire & Rutland is committed to its charitable aims and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
- Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
- To undertake any other duties that may reasonably fall within the purview of the job.

**This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.**

**Signed:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Please print name:** \_\_\_\_\_