Job Description for The Isabel Blackman Centre Café / Weekend Chef

Responsible to: The Head Chef

Hours: 6 Hours Saturdays and a further 6 hours on the last Friday of each month,

Location: The Isabel Blackman Centre with occasional requirement to work at other locations as necessary.

**Main purpose of job:**

The Isabel Blackman Centre is a much-loved community venue in the heart of the Old Town,

Hastings. Providing a haven for health, wellbeing and leisure with facilities which include an exercise

studio and gym, café restaurant, activity and event space, treatment rooms, accessible bathing

facilities and a community shop. Designed specifically for the over 50’s but a venue that everyone in

the community can enjoy.

**The Role:**

The weekend chef is key to making sure our café and catering operations are a continued great success on Saturdays.

Working on your own but reporting to the duty manager you will ensure our café / restaurant becomes well known for providing great food and service at the weekend.

Prior to service you will handle food preparation as required such as preparing vegetables and dishes as directed by them. You will proactively help to keep the kitchen and café clean by cleaning down workstations, walls and floors as needed.

The role has responsibility for our café service and front of house. This involves ensuring that the

café counter is setup correctly with great displays of food and drinks. You will maintain stock levels

for refreshments, packaged items, and disposables. You will ensure that the front of house is kept

clean and tidy and that tables and chairs are arranged correctly with condiments and cutlery is fully

stocked, clean and available.

Providing great customer service is vital at all times and especially when you are serving customers

at the counter and at the table when needed. You will serve customers and take payment using our

till and POS systems.

You will be responsible for keeping table and chairs clean and tidy, clearing tables, and sanitising

them after each use. You will clear all plates, crockery and dishes into the washing area and clean

them through the dishwasher. At the end of service, you will help to clean down the café counter

and restaurant areas and refill stock items ready for the next service.

Working on a licensed premises your role includes ensuring all licensed activities are carried out in

line with legal and AUKES requirements, paying particular attention to the correct display and sale of

alcohol products – full training will be given.

**Kitchen Management**

\*Work on own, preparing food and dishes prior to service. This will involve preparing menu snacks, weighing / measuring and following a recipe.

\*Use kitchen equipment safely and following all correct procedures

\*Always wear the correct catering uniform including aprons and correct footwear

\*Help to maintain food safety by taking temperature checks, rotating stock etc.

**Café counter setup**

\*Setup the café counter following the agreed counter layout

\*Monitor stock levels of disposables, drinks and refreshments, condiments and small packaged I items such as biscuits to ensure minimum stock levels are always on hand. Raise stock orders with the Head Chef.

\*Keep the counter clean and presentable at all times

\*Operate the coffee machine, water boiler and other café equipment in line with all correct

 procedures.

\*Keep café equipment clean, carrying our daily and weekly cleaning tasks and ensuring

 equipment is correctly shut down and next service ready at the end of the shift.

\*Fill drinks, cakes and multideck fridges in line with agreed stock levels. Merchandise following plans with forward facing labels and ensure all glass is clean and products are correctly labelled and priced

\*Fill condiments, cutlery, trays, and disposables ready for service

\*Update daily specials board, external A board and putout table menus

**Customer service**

\*Serve customers in a friendly and positive manner ensuring all orders are written down

Processed through the till correctly

\*Serve hot drinks following correct procedures for making teas, coffees, and hot beverages

\*Serve ready to serve items such as sandwiches, cakes, and snacks and present nicely for the

 customer

\*Process all payments correctly through the till and following AUKES cash handling and

 Finance procedures

\*Take customer payment, thank them and ensure they receive a receipt. For members check

their membership and process member discount before asking for payment

\*Serve food and drinks to customers both across the counter and to the table if required.

\*Where hot food is being served deliver it to the customer in a timely and safe manner

\*Keep the seating areas clean and tidy by clearing tables, wiping clean, sanitising, and moving

 chairs and tables back into the correct layout

\*Sweep seating area floors, empty bins, and keep the area clean and tidy, report any major

 issues or damage to the duty manager / centre manager in a timely manner

\*Clear plates, dishes, crockery, and pans into the wash area and remove any leftover food

 into food waste bins. Rinse dishes and then process through dishwasher. Once washed check

 for cleanliness and if dirty re-wash. Once clean store and stack correctly in designated area.

**End of Day**

\*Clear down seating area and clean all tables and chairs ready for next service

\*Clear down the café counter, clean all equipment and the counter areas as required

 following daily and weekly cleaning schedule

\*Sanitise the café counter areas

\*Re-stock and refill all café and counter items ready for next service, check minimum stock

 levels and notify chef of any required orders.

**Other**

\*To work within the policies, procedures and quality frameworks adopted by Age UK East

Sussex with particular attention to equal opportunities, data protection/confidentiality,

safeguarding and health and safety requirements.

\*To undertake relevant training as required by the organisation and agreed with your line

manager.

\*To be an Ambassador for the Charity, positively promoting the organisation and its services

at all times.

\*To undertake other such responsibilities and duties as may be reasonably required by your

line manager within the level and grading of the post and to work flexibly as required.

Equal opportunities

Age UK East Sussex is committed to anti-discriminatory policies and practices and it is essential that

the post holder is willing to make a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an

exhaustive list of the duties but gives a general indication of work undertaken which may vary in

detail in the light of changing demands and priorities. Substantial changes will be carried out in

consultation with the post holder.

**Person Specification:**

**Desired skills – we encourage applicants who have many of these attributes.**

Minimum 1 years’ experience working in a café /

restaurant environment as an assistant / counter/ waiting tables

Experience of running a café and / or restaurant

Experience of service customers and preparing hot and cold beverages

Demonstrative customer focus and a passion for presentation and service, working with a

customer 1st mindset

Experience of serving older people in a customer environment

GCSE English, Maths or equivalent NVQ in Catering / café / pub / retail qualifications

Experience of merchandising / displaying Experience of food displays, café displays and products for sale selling food items

Experience of Health and Safety in a public setting, carrying out daily operational checks, keeping accurate records

Holding a Food Safety Certificate, First Aid Certificate, COSHH, Fire Safety or any other

Health and Safety Training is desirable.

Experience of Cash Handling and operating till and using credit card processing machines

Experience of keeping a restaurant seating area /front of house clean

Experience of managing or supervising a restaurant front of house

Experience of food preparation, preparing and cutting vegetables, cooking at home or in the

workplace

Knife skills training, catering / chef training /using commercial catering equipment and ovens

Experience of washing dishes, keeping a premises clean

Experience of using a commercial dishwasher, COSHH, food preparation area cleanliness

Experience of working under pressure and good organisational skills

Experience of serving alcohol in a licensed premises

A team player with lots of energy and drive to do a great job. The role requires physical abilities to

lift and move tables, chairs and stock on a daily basis

Willingness to undertake and participate in training

Ability to cover holidays and sickness on an ad hoc basis

Ability to lift and move furniture and equipment

to setup rooms often on a daily basis

Must be aged 18 or above due to alcohol sales