

Café Team Member

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| Line Manager: | Café Manager |
| Based at: | The Bradbury Centre, 16-18 Kingston Road, PO1 5RZ |
| Contract Type: | Permanent |
| Salary: | £10.00 an hour |
| Hours: | Minimum of 20 hours per week |

Special Conditions:

DBS disclosure at enhanced level is required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for adults and elderly people living in the City of Portsmouth. The charity generates funds through specific service provision contracts, charitable grants, donations, sales of age-relevant insurance, mobility support products, legacies and via statutory bodies.

Purpose of job:

The Café Team Member is responsible for supporting the day to day running and organisation of the café and coordinating the Meals on Wheels service to develop a long-term viable business for Age UK Portsmouth. The successful candidate will be required to deputise for the Café Manager when required. They will be required to perform tasks at all levels in pursuit of achievement of the organisation's goals and be proficient in all aspects of operating a food and beverage establishment. The successful applicant will be joining the Café from its inception and will help to shape the operation and embed the charity's culture and values.

Main Duties and Responsibilities

- To maintain and support the day-to-day operation of the Café and the Meals on Wheels service
- To proactively work with and report to the Café Manager
- To cook and prepare food whilst maintaining a high level of customer service
- To be aware of and follow all legislation, dietary requirements, allergies sharing best practice where possible
- To follow systems and procedures that ensure consistent high standards and the smooth operation of the café and Meals on Wheels service, including stock rotation, accounting for produce donated/stored in larders and fridges and food wastage
- To follow, and when covering leave of absence, be responsible for café opening and closing routines complying with health and safety requirements
- To be trustworthy and fully competent in the handling of cash and operating POS systems
- To assist in making sure the environment is always attractive with hygiene and cleanliness maintained to HSE and FSA approved standards
- Operate within the Portsmouth City Council Meals on Wheels specification
- Confident in working safely and proficiently in a busy, fast paced environment, balancing customer service with back of house operations

- To be an effective role model within the café through assisting and helping to lead voluntary staff in line with organisational values and current management and leadership best practice
- To help maintain appropriate records of all kitchen/café department activities
- To develop personal competency of coordination, direction, and motivation amongst peers in order to 'cover' Café Manager leave of absence, appointment attendance etc.

General Requirements

- Maintain the highest levels of professionalism in handling confidential data, information and disclosure from individuals, organisations, and services.
- Work with and coordinate volunteers to encourage peer support and engage beneficiaries in volunteering to help others.
- Support data collection by logging and recording interactions on our customer database where necessary.
- Raise awareness for the charity, raising funds for the continuation of the project where possible.
- Undertake any other duties as required by the Line Manager and/or CEO.
- Attend staff meetings, join working parties, and project groups as appropriate and engaging in supervision where appropriate.
- Promote all AUKP services throughout statutory, voluntary, and other sector partners.
- Promote the welfare and safety of vulnerable adults and respond to disclosures or observations of abuse in line with AUKP's Safeguarding Policy.
- To comply fully with obligations under the General Data Protection Regulation, in respect of all processing of personal data including obtaining written consent from a data subject to process their details.
- AUKP operates a No Smoking policy, and all staff are required to comply.
- This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Person Specification

Principal Attributes: Essential for the post

- Food Safety Level 2 Certificate
- Three years' experience in a food service role including light food and hot food preparation
- The ability to communicate and organise effectively
- Experience in high volume meal production
- To understand the financial and business output of a hospitality setting
- Ability to manage and lead volunteers
- Understanding of Health and Safety Regulations and legislation in relation to the kitchen environment including HACCP and FSA
- To have worked with different EPOS and till systems
- Calm and always understanding manner
- Be able to work under own initiative
- Responsible, flexible, and conscientious attitude to work
- Knowledge of nutritional/dietary needs of older people
- Empathy with older persons
- To have knowledge of IT systems, specifically Microsoft Office suite including Outlook, Word, and Excel
- Excellent customer service skills whilst being a positive representative of Age UK Portsmouth
- Approachable and available to vulnerable people, actively asking for and considering others' views and opinions

Other Duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

Diversity

Age UK Portsmouth believes that everyone has the right to be treated equally and that diversity of groups and individuals should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation; to support this, Age UK Portsmouth has several policies that you should ensure you are familiar with and compliant to. All policies are available on the Charity's share drive. Any breaches may lead to termination of employment.

Health, Safety and Environment

You are responsible for ensuring that workplace responsibilities within the department are carried out with full regard to, and in support of, Age UK Portsmouth's Health and Safety and Environment Policies.

Data Protection

You will be responsible for ensuring that workplace responsibilities are carried out in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management.

Disclosure & Barring Service formerly the Criminal Records Bureau

All Age UK Portsmouth staff are required to hold Disclosure Service certification from the Disclosure & Barring Service formerly the Criminal Records Bureau (CRB). New members of staff will be required to submit an application to achieve Disclosure Service certification as part of Age UK Portsmouth's staff recruitment process.

Further information about the Disclosure Service is available from the DBS website at: <https://www.gov.uk/disclosure-barring-service-check/overview>.

Equal Opportunities

AUKP believes in the value and dignity of all people of all ages, and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.

PERSON SPECIFICATION

| Responsibility | Personal criteria Experience, skill, ability or knowledge required | Criteria | |
|--|---|---------------------------|---------------|
| | | E | D |
| Knowledge and qualifications | <ul style="list-style-type: none"> • Food Safety Level 2 Certificate and 3 years experience • Understanding of Health and Safety Regulations and legislation in relation to the kitchen environment including HACCP and FSA. • Knowledge of nutritional/dietary needs of older people • To have a knowledge of IT systems, specifically the Microsoft Office suite including Outlook, Word, and Excel | X X | X |
| Skills | <ul style="list-style-type: none"> • The ability to communicate and organise effectively • Ability to manage and lead volunteers • Excellent customer service skills whilst being a positive representative of Age UK Portsmouth | X X X | |
| Experience | <ul style="list-style-type: none"> • Three years' experience in a food service role including light food and hot food preparation • Experience in high volume meal production • To understand the financial and business output of a hospitality setting • To have worked with different EPOS and till systems | X X X X | |
| Personal attributes | <ul style="list-style-type: none"> • Calm and always understanding manner • Be able to work under own initiative • Responsible, flexible, and conscientious attitude to work • Empathy with older people • Approachable and available to vulnerable people, actively asking for and considering others' views and opinions | X X X X X | |
| Criteria: E – Essential D-Desirable Evidenced through: Application, CV, documentary evidence, interview, task and references | | | |