

## Job Description – RHDC Cafe Assistant

Job Title: RHDC Café Assistant

Department: Operations

Reporting to: RHDC Café Manager

Place of Work: Rye Harbour Discovery Centre

### Job Purpose

To assist with all aspects of the running of the café in the Discovery Centre

This job description is a reflection of the current position and may change.

### Responsibilities

1. To work alongside the café manager in the delivery of excellent customer service, helping to develop strong customer loyalty
2. Carry out food preparation and production, making drinks, serving customers, clearing tables, cleaning (including restrooms), waste management and any other kitchen and café duties as required
3. Assist with stock management, deliveries, supplier records and EPOS system
4. Carry out opening / closing checks and maintaining the café's written food safety management system
5. Ensure compliance with all food hygiene regulations adherence to processes and procedures both front and back of house
6. Develop and maintain a good knowledge of the products on offer and advise customers on their choices
7. To efficiently manage and find solutions to customer queries and complaints
8. Supervision of café staff and volunteers
9. Process sales through the till. Reconcile daily sales and maintain high levels of accuracy and security while carrying out cash handling procedures
10. To support the wider Discovery Centre team as needed
11. Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity
12. Comply with the requirements of Data Protection and GDPR
13. Have a flexible approach to working hours, working unsociable hours, evenings and weekends (and emergency cover), as part of an agreed rota may be required on occasion
14. Responsible for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of Health and Safety Regulations
15. Comply with the Trust's Policies and Procedures
16. Comply with the Trust's Behaviour Framework

The above list should not be regarded as exhaustive, from time to time staff may be required to carry out other such duties as determined by the Trust.

## Key Relationships

### Internal

1. RHDC team
2. Teams across the whole Trust

### External

3. Customers
4. Suppliers

<b>Experience</b>	<i>Essential</i>	<i>Desirable</i>
Minimum of 2 years' experience working in the Food and Beverage industry	✓	
Proven experience of delivery of excellent customer service	✓	
Proven track record of monitoring FSA compliance and OH&S record keeping	✓	
Experience of cash handling and electronic till systems	✓	
Experience of effectively managing stock and maintaining supplier records		✓
Experience of team supervision		✓

<b>Knowledge</b>	<i>Essential</i>	<i>Desirable</i>
Sound understanding of food hygiene and FSA regulations	✓	
Level 2 certificate in Food Hygiene	✓	
Level 2 certificate in Food Allergen Awareness		✓
A current and relevant First Aid certificate		✓
An understanding of EPOS stock management		✓

<b>Skills</b>	<i>Essential</i>	<i>Desirable</i>
Exceptional customer service skills	✓	
Ability to work within a team with a wide range of people	✓	
Excellent communication skills	✓	
Good IT skills	✓	
A professional and result orientated approach	✓	

<b>Personal Qualities +</b>	<i>Essential</i>	<i>Desirable</i>
A demonstrable personal commitment to wildlife and taking effective action for wildlife	✓	
Having diversity and inclusion as core values	✓	
A high level of commitment, enthusiasm and self-motivation with a flexible and professional approach to work	✓	
A self-disciplined approach to work	✓	
Ability to work co-operatively as part of a team and to support colleagues where appropriate	✓	
Imagination, resourcefulness and diplomacy	✓	
The ability to have challenging and constructive conversations	✓	
Able to stay calm in a busy and high-pressured environment	✓	
A high level of commitment, enthusiasm and self-motivation with a flexible and professional approach to work	✓	
Willingness to follow Sussex Wildlife Trust guidelines and FSA regulations on clothing and personal presentation	✓	

