

Job Description and Person Specification

Barista / Coffee Shop Assistant

Role: Barista / Coffee Shop Assistant
Rooted Coffee House in Blackfen Community Library

Hours: **43 hours per month plus overtime.**
Usual hours will be every Thursday 9-5.30pm plus one Sunday morning in 4 (11-1pm) and one Saturday each month (9-3pm)
Must have flexibility to cover holidays and the occasional evening and events when required

Salary, annual leave and type of contract: Rate: from £9.18 per hour, gross
5.6 weeks per year pro rata (including public holidays)
Contract

Job Description: We are looking for a part time Barista who also has the flexibility to cover holidays.
To be responsible for making the coffee shop an excellent and unique space in the Library and community by:

1. Serving high quality coffee, other beverages and food, including introducing new and profitable lines.
2. Increasing the income and profitability of the coffee shop through specific strategies and promotions, working closely with the Team Leader.
3. Hitting targets set by the Team Leader and contributing ideas for increasing sales including upselling products, and making recommendations to customers.

Tasks:

1. Being responsible for the day to day operation of the coffee shop, reporting to the Team Leader, and opening and closing duties for each shift.
2. Prepare and serve high quality food and drinks ensuring that standards are rigorously maintained, and offers are changed to meet customer feedback and daily targets for sales are met.
3. To operate EPOS terminals including the safe custody of money and its' return to the appropriate person.
4. Complying with health, safety and hygiene guidelines and regulations.
5. Preparing and serving menu items such as sandwiches, salads, fruit etc.
6. Overseeing volunteers, ensuring they are working in accordance with food safety regulations and are maintaining high standards of customer service and food/drink preparation.
7. Cleaning and maintaining café equipment, reporting any problems to the Team Leader.
8. Attend all team briefs/training and Library meetings as required and to contribute to the objectives of the Library charity.
9. Working with the Team Leader to plan and deliver hospitality events as required.

10. Undertaking any other reasonable duties/ requests (other than those stated in the job description) as requested from a Senior Member of Staff.

Person Specification: Essential

1. Ethos and Values: We ask that you are able to work within the values and community focus of the Library's vision and are able to positively reflect these through your work.
2. Working knowledge of all forms of coffee and standard beverage and food recipes.
3. Flexible, willing to adapt and a positive attitude.
4. Good organizational skills and the ability to work independently on own initiative.
5. Good reader of people, proactive in seeking to improve customer service.
6. Ability to work under pressure.
7. Good numeracy and money handling skills.
8. Excellent communication and listening skills. A passion for hospitality and connecting with a wide range of people including children & young people.
9. Honest and has integrity.
10. Reliable and punctual.
11. Able to work as part of a team and have close working relationships with all members of staff in particular Team Leaders, volunteers and senior leadership of the Library.
12. Allowed to legally work in the UK.

Other Info:

DBS Checks:

A full DBS check through the vetting and barring scheme will be carried out.