



Café Assistant

JOB DESCRIPTION

JOB TITLE	Café Assistant
LOCATION	Devonport Guildhall <i>or</i> Ocean Studios, Plymouth
HOURS	Variable hours, shift work
SALARY	National Living Wage (£7.50 per hour)
Responsible to:	Café Supervisor

At RIO (Real Ideas Organisation) we are passionate about solving social problems and work with individuals, organisations and sectors to harness the power of social enterprise to deliver real and lasting social change.

We have a proud track record of setting up and running creative, innovative and award winning social enterprises. From breathing new life into historic buildings, to developing qualifications and even baking artisan bread, our portfolio of successful social enterprises businesses is where we put our theory of change into practice and hone our creative ethical business thinking.

Column Bakehouse

Developed by [RIO](#) in the old Mortuary space in Devonport Guildhall, Column Bakehouse has quickly established itself as a destination for lovers of artisan bread and high quality baked goods.

Specialising in sourdough and artisan breads, we believe that great quality wholesome bread is something to be enjoyed every day, by everyone. Produced using fresh, locally sourced ingredients wherever possible, our award-winning breads are baked in-house, with absolutely no nasties.

Ocean Studios

Located in Royal William Yard, Ocean Studios is a vibrant community of makers. It provides affordable studios to over 100 makers and creatives and seeks to engage local people with the arts. In addition to individual studios, shared spaces and well-equipped workshops there are two education spaces for learning of all ages, as well as exhibition and retail space for makers to show and sell their work, and will soon be opening a Column Bakehouse café on site.

Operated by RIO – the Real Ideas Organisation – Ocean Studios is a social enterprise contributing to the growth and development of the creative industries in Plymouth.

For more visit www.oceanstudios.org.uk

Job Purpose

Working as part of a small team you will be responsible for serving customers in Column Bakehouse or Ocean Studios' Bakehouse café.

Key Responsibilities:

- To provide outstanding hospitality to all users of the café and venue, serving customers promptly, courteously and with a smile.
- To be an active, outgoing and supportive team member, contributing in a constructive manner and treating all team members and customers with fairness and courtesy.
- To fully comply with all Health and Safety and Food Hygiene regulations at all times.
- Ensure that food and drink served to customers is of a consistently high standard and is well presented.
- To develop knowledge of products and share that knowledge with customers and other team members in a confident manner.
- To maintain a clean and tidy environment at all times in the café and preparation areas including washing up.
- To assist in the set-up, set down and cleaning of the café and kitchen according to procedure on a daily basis and as required.
- To answer the phone taking orders, booking and enquires
- To assist the Café Supervisor with the preparation of food and customer orders.
- Deal with bill payments within the café.
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider for the local community and beyond.
- Act within our stated values and comply with our policies and procedures.
- Represent the organisation in a positive manner.
- A flexible approach is required for this role, as additional duties commensurate with the role may occur from time to time.

General responsibilities:

- To represent RIO and to understand and talk coherently about RIO service provision in order to influence change.
- To adhere to and uphold RIO's social purpose, strategic aims and policies
- To contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider
- To act with integrity and maintain the highest professional standards at all times
- To meet individual targets and to ensure those you performance manage, meet their targets
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this

- To effectively use all RIO reporting and other systems
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Head of Enterprises/Commercial Director/Chief Executive may occur from time to time

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

CAFÉ ASSISTANT

PERSON SPECIFICATION

Please use the application form to tell us how you meet them.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Food Hygiene or Food Handling qualification • Maths & English GCSE 	<ul style="list-style-type: none"> • A working knowledge of Health and Safety • Emergency First Aid and/or Health and Safety qualification
Knowledge, Skills and Experience	<ul style="list-style-type: none"> • Barista experience • Close attention to detail • High standards of personal and food hygiene • Customer service experience • Cash handling • Working with the public in an hospitality environment • Proficient in the use of IT • Use of electronic tills/cash register • Food preparation 	<ul style="list-style-type: none"> • Understanding of social enterprise
Personal attributes	<ul style="list-style-type: none"> • Excellent communication skills with a friendly disposition. • Heart for hospitality with a love of food and baking • Work flexibly with a positive can do attitude • Enjoys working with others as a team • Efficient & Reliable 	<ul style="list-style-type: none"> • Keen interest in local history • Creative and innovative problem solver • Willingness and ability to embrace change

	<ul style="list-style-type: none"> • A strong empathy with the values of RIO, our vision, and our work with children, young people and the wider community • Accurate and quick worker with strong attention to detail • Willingness to learn and try new ideas • Determination and grit 	
Equal Opportunities	<ul style="list-style-type: none"> • Commitment to working in a diverse team, across cultural and language differences • Ability to work in a non-judgemental way treating people with dignity and respect. 	