



Job Description & Person Specification for the *Boing!* Lockleaze Café Assistant role

Job title:	<i>Boing!</i> Lockleaze Café Assistant
Location:	<i>Boing!</i> Softplay Family Centre, The Hub, Fedden Buildings, Gainsborough Square, Lockleaze BS7 9FB
Working hours:	2 different shifts each 4.5hrs per day (alternating as appropriate): 8am-12.30pm & 12.30pm-5pm, Monday to Friday. Term time only (but with optional opportunities to work at weekends & during the school holidays).
Benefits:	£9.62 per hour. £20,010 per annum pro rata (based on a 40hr working week). 28 days holiday (including Bank Holidays).
Managed by:	<i>Boing!</i> Lockleaze Manager.

Overall purpose of the job:

- To support the *Boing!* Lockleaze Manager to run *Boing!* in the most effective and efficient way possible.
- To ensure all high standards are consistently kept, especially the maintenance of café and kitchen associated areas, in a clean, hygienic, attractive, safe and welcoming fashion.
- To support all functions of the *Boing!* café including preparation for and providing great, talked-about food, quality standards and a memorable customer experience.

Specific duties and responsibilities

- To foster a welcoming, safe and warm environment for staff, volunteers and existing and new customers at all times, especially in the kitchen and café areas.
- To work with staff, possibly including apprentices and volunteers, to encourage them to be the best they can be and ensure that the *Boing!* Lockleaze Café is run as effectively and efficiently as possible.
- To ensure that *Boing!* Softplay Family Centre is always clean and hygienic for staff and customers.
- To ensure that refreshments/snacks/meals are well prepared and that food/drink is healthy, tasty, attractively presented and meets customers' needs and preferences. To take and process orders and serve food.
- To deliver a friendly, professional and timely service to all customers. To ensure excellent customer service is provided at all times.
- To minimise wastage through careful working practices.
- To complete relevant paperwork incl. Safer Food Better Business, Cleaning Schedule, Café Float etc.
- To ensure all monies are processed through the business properly and securely.
- To work within the established system to ensure stock control and efficient stock management.

- To maintain all café and kitchen associated areas in a clean and hygienic way. This includes washing up, dishwasher loading and clearing and cleaning tables before, during and at the end of the session.
- To ensure all high standards are maintained at all times (including Health and Safety, Food Hygiene).
- To help develop and support special events throughout the year e.g. Christmas meal, themed events.
- To ensure the regular, consistent and (inter)active promotion of *Boing!* Lockleaze, bearing in mind the different needs and motivations of our customer base.
- To deputise for the *Boing!* Lockleaze Manager during any absence.

General duties and responsibilities

- To be the first point of contact for families, customers and suppliers. To act, at all times – in and out of work - as an ambassador for *Boing!* Lockleaze and Boing Bristol CIC.
- Ensure that confidentiality regarding centre users, staff and volunteers is respected and maintained. To ensure records containing personal data are kept secure at all times.
- To comply with all health and safety and risk mitigation policies/strategies. To update existing strategies where necessary.
- To undertake appropriate continuing professional development to ensure you are fully up to date with current best practice and procedures. To be willing to undertake regular training in all areas of food and beverage service including Health and Safety, Food Hygiene and First Aid.
- To promote safe working practices to maintain a safe working environment.
- To work within the Boing Bristol CIC equal opportunities policy to demonstrate a commitment to equality and diversity.
- To ensure that output and quality of work is of a high standard and complies with current legislation and standards.
- To undertake other duties as requested which may not be specified within the job description.

Please note:

- *Part of the interview for this role may be a practical assessment.*
- *All candidates must be willing to have a DBS check and need to be eligible to work in the UK.*
- *Employment references will be taken once an offer of employment has been made.*
- *Full training and support will be provided to allow the successful candidate to develop further in their career.*

Person specification

Essential (must have) qualities	Assessment method	Desirable (should have) qualities	Assessment method
<ul style="list-style-type: none"> Working experience of a café, restaurant, bar, other catering, hospitality service. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Experience of working with volunteers. 	<ul style="list-style-type: none"> Application Interview References
<ul style="list-style-type: none"> Experience of & ability to prepare quality food/drink for multiple customers in a limited timeframe. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Experience of working in/with the voluntary sector. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Reliable, hardworking, committed. Enthusiastic, positive and flexible. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Any experience of event organising. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Well presented, polite, approachable, helpful. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Knowledge of local communities. 	<ul style="list-style-type: none"> Application Interview References
<ul style="list-style-type: none"> Ability to work well under pressure. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> A full driving license with no convictions (not including speeding and parking fines). Access to own transport. 	<ul style="list-style-type: none"> Application
<ul style="list-style-type: none"> Demonstration of good organisation and efficiency. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Available to work some evenings/weekends during the period of appointment. 	<ul style="list-style-type: none"> Application Interview References
<ul style="list-style-type: none"> High standards and a good eye for detail. 	<ul style="list-style-type: none"> Application Interview References 	<ul style="list-style-type: none"> Possession of an up-to-date first aid certificate. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Good knowledge of food hygiene and health & safety. 	<ul style="list-style-type: none"> Application Interview 	<ul style="list-style-type: none"> Possession of a valid food hygiene qualification. 	<ul style="list-style-type: none"> Application Interview
<ul style="list-style-type: none"> Experience & understanding of excellent customer service. 	<ul style="list-style-type: none"> Application Interview 		
<ul style="list-style-type: none"> Experience of working with basic, day-to-day financial procedures (e.g. cashing up etc.) 	<ul style="list-style-type: none"> Application Interview 		
<ul style="list-style-type: none"> Able to work independently and be a committed team player. 	<ul style="list-style-type: none"> Application Interview References 		
<ul style="list-style-type: none"> Willingness to learn, undertake training and accept support. 	<ul style="list-style-type: none"> Application Interview 		
<ul style="list-style-type: none"> Ability to use initiative in difficult situations. 	<ul style="list-style-type: none"> Application Interview 		
<ul style="list-style-type: none"> Excellent communication skills at all levels (especially verbal). 	<ul style="list-style-type: none"> Application Interview 		
<ul style="list-style-type: none"> Ability to undertake the physical work associated with running a busy cafe – e.g. lifting of equipment & supplies) 	<ul style="list-style-type: none"> Application Interview 		