

Role	Clee Fields Coffee Shop Assistant	Department	Catering and Conferencing
Reports to	Information & Performance Manager	Contract Type	Part Time : Contracted

Job Summary

With exceptional customer service skills, you will act as the ‘face’ of the Coffee Shop, creating a welcoming and inclusive environment. You will possess a can-do attitude, hold relevant experience in the hospitality sector and most importantly, have the ability to adapt this customer focused environment providing a positive experience for each and every one of our visitors at Clee Fields.

This key role within the Catering Team will provide excellent food and beverage service, link sales, maintenance of high food safety and hygiene standards, whilst ensuring internal and external customers leave our facility satisfied with our service.

Key Responsibilities	
Customer Service	<ul style="list-style-type: none">• Ongoing provision of exceptional customer service at all levels.• Confidence to liaise with internal and external customers to ensure their visit is positive.• Provide excellent communication between the customers and the catering team.• Work across the wider organisation in a range of catering and conferencing roles.
Environment	<ul style="list-style-type: none">• Fostering the highest level of safe food handling practices, with knowledge of HACCP and COSHH.• Implement pre and post service preparation and cleaning processes throughout the café.• Ensure front of house area is stocked with clean and accessible cutlery and serving implements.• Ensure ‘menu’ board and table menus are up to date and collate to the planned meals from the chef.
Systems	<ul style="list-style-type: none">• Operate the Café and Coffee Shop Epos Till system effectively.• Handle all cash and cashless payments effectively, ensuring till receipts and takings align.• Record food safety temperatures on relevant monitoring forms, in all front of house equipment.• Complete stock control sheets on a daily basis.
Partnership	<ul style="list-style-type: none">• This role requires external relationships with partner groups including, local community teams, residents, conference bookings, staff and local service level users.
Departmental	<ul style="list-style-type: none">• Working within the Catering and Hospitality Team you will be expected to work fluidly across all catering areas on both sites, including front of house and serving on for events which are held on the main Weston Hall at Freeman Street in addition to Clee Fields.
Working Pattern	<ul style="list-style-type: none">• fully flexible to meet the needs of Catering and Hospitality service.• Hours include days, early evenings and weekends in line with the Sessional Clee Fields Catering Rota.

Education and Qualifications

- Level 1 Food Safety & Hygiene (working towards Level 2)
- Allergen and Intolerance Training.
- COSHH and HACCP (or willing to undertake)

Skills and Competencies

- Excellent Communication and Interpersonal Skills.
- Experience in a hospitality environment.
- Ability to work flexibly to the needs of the organisation.

Accountabilities

Communication & Relationships

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

Information Services

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

Training & Development

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

Policies & Strategies

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

Planning & Organisation

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

Safeguarding & Confidentiality

- Ensure effective safeguarding process are on place are adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

Conduct & Behaviour

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

Other Requirements

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.