

Job Title	Café Assistant (As & When)
Pay Grade	G2
Directorate	Community
Division	Culture
Reports to	Café Supervisor / Visitor Services Manager
Location	Headstone Manor & Museum
Role Purpose	
<ul style="list-style-type: none"> Headstone Manor & Museum includes a Visitor Centre open 6 days a week housing a café and museum shop. This role is pivotal to providing excellent customer service alongside the Visitor Services team and enables the daily customer service in our café and shop under the supervision of the Café Supervisor. 	
Job Context (Key outputs of team / role)	
<ul style="list-style-type: none"> Responsible for the delivery of excellent customer service. To prepare and serve hot and cold drinks, and café food items, taking payments for café and retail sales. Supervised cash-handling, transactions of up to £300 per day 	
Generic Duties	
<ul style="list-style-type: none"> To demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities To ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture. To promote and participate in the council's individual performance appraisal and development initiatives and information management best practice. To ensure compliance with the council's information security policies and maintain confidentiality. In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post 	
Values, Behaviours and Equalities	
<p>We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:</p> <p style="text-align: center;">Be Courageous, Do It Together and Make It Happen</p> <p>These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.</p>	
Main Duties / Accountabilities	
<ol style="list-style-type: none"> Provide a friendly and efficient service to customers. Prepare and serve hot and cold drinks and café food items and sell retail items Accurately enter all sales on the till system Maintain good knowledge of the retail stock and café menu in order to assist customers and increase sales Ensure the café and shop remain stocked at all times Work in accordance with all Health & Safety and Food Hygiene legislation and keep all areas of the food servery, store room, and café clean and free from hazards Assist with clearing up of the venue, throughout the day and after customers have left the premises. Keep the toilets clean and stocked throughout opening hours Assist in the safe evacuation of the venue (members of the public and staff) in cases of an emergency. Attend training sessions as arranged by the Visitor Services Manager. To undertake such other duties when required to ensure flexibility as may be reasonably required in the post. 	

Selection Criteria - Knowledge, Skills and Experience			
Role requirements		Essential	Desirable
Demonstrate an awareness of the importance of customer care and accessibility issues		✓	
Experience of working in a customer facing environment and dealing effectively with diverse clientele		✓	
Demonstrate the ability to work under pressure and to cope with a range of competing demands in challenging fast-paced situations with many interruptions		✓	
Experience of working within a café, bar or retail environment and knowledge of cash handling procedures		✓	
Demonstrate knowledge of basic health and safety requirements and food hygiene principals.		✓	
Maintain a professional image with excellent verbal communication, teamwork and customer service skills.		✓	
Have the ability to regularly lift and move loads safely – including moving café stock and equipment.		✓	
Qualifications			
Role Requirements.	Job specific examples (if left blank refer to left hand column)	Essential	Desirable
Completion of any high school /secondary /vocational education, equivalent training, or equivalent work experience		✓	
Food hygiene level 2			✓
Other Requirements			
The job involves frequent weekend work.			

Manager Signature	Employee Signature
Job Title	Job Title
Date	Date