

## **JOB DESCRIPTION / ROLE PROFILE – TEMPLATE – for posts G11 & Below**

**Job Title: Cafe Assistant part-time 0.6**

**Grade: G2**

**Directorate: Community**

**Division / Section: Culture/ Museum**

**Reports to: Visitor Services Manager**

**Date: 24.03.2017**

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### **1 ROLE PURPOSE**

To deliver excellent service to our customers. To prepare and serve hot, cold and alcoholic drinks, and café food items, taking payments for bar/café/ retail sales.

### **2 DIMENSIONS**

Supervised cash-handling, transactions of up to £300 per day

### **3 CONTEXT**

Headstone Manor & Museum includes a Visitor Centre open 7 days a week housing a café and museum shop, this role enables the daily customer service in the Visitor Centre under the supervision of the Café Supervisor.

#### **4 MAIN DUTIES / ACCOUNTABILITIES**

<b>A</b>	<b>Generic Duties/Accountabilities - for all posts G11 and Below</b>
1.	To ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting equality and diversity and to Harrow's diverse community.
2.	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.
3.	To promote and participate in the council's investors in people (IIP) and individual performance appraisal and development (IPAD) initiatives and information management best practice.
4.	To ensure compliance with the council's information security policies and maintain confidentiality.
5.	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.

	<b>Service Specific Duties/ Accountabilities</b>
6.	Prepare and serve hot, cold and alcoholic drinks and café food items; sell retail items
7.	Accurately enter all sales on the till system
8.	Ensure the café and shop remain stocked at all times
9.	Keep all areas of the food servery, store room, and café clean and free from hazards
10.	Ensure the café and shop remain stocked at all times
11.	In the event of an emergency, assist in the evacuation of the venue
12.	Keep the toilets clean and stocked throughout opening hours
13.	Maintain knowledge of the retail stock and café menu to assist customers
14.	Provide a friendly and efficient service to customers
15.	Assist the Café Supervisor, Duty Manager, Visitor Services Manager or other colleagues by carry out tasks appropriate to the level of this post as required.

## 5. SELECTION CRITERIA

Ranking Order	Knowledge Indicator (Define the knowledge that is essential to the job e.g. particular legislation related to the job)	Method of Assessment
	<b>a. Basic food hygiene principals</b>	
	<b>b. Cash handling procedures</b>	
Ranking Order	Experience (Specify the range, type and depth of experience required rather than being general or just specifying the number of years and consider relevant unpaid work)	Method of Assessment
	<b>c. Café/ bar/ retail customer facing service</b>	
	<b>d. Cash handling</b>	
Ranking Order	Other Essential Factors (Specify criteria directly related to the job e.g. ability to work unsocial hours, physical requirements, distinguish between 'need' and 'convenience' so it is justifiable and not discriminatory e.g. to women or disabled applicants. Include Genuine Occupational Qualifications or Requirements (GOQ's or GOR's) here if an essential requirement)	Method of Assessment
	<b>e. Ability to work frequent evenings and weekends</b>	
	<b>f. Ability to lift and move loads safely</b>	

<b>Form Completed by:</b>	
<b>Name:</b>	_____
<b>Designation:</b>	_____
<b>Signature:</b>	_____ <b>Date:</b> _____

<b>Form Evaluated by:</b>	
<b>Name:</b>	_____
<b>Designation:</b>	_____
<b>Signature:</b>	_____ <b>Date:</b> _____