

Job Description

Casual Café & Events Assistant

Job Title: Casual Café & Events Assistant

Department: Hospitality

Responsible to: Café & Events Supervisor

Location: YMCA Newark & Sherwood, Community & Activity Village

Hours: Casual hours as required

Salary: £9.88ph

Job Purpose

- Working as directed by the Café Supervisor and Café & Events/ Hospitality Manager in the day-to-day running of the village café.
- Providing excellent quality food and drinks service at all times, including for bespoke events and conference facilities.
- Helping the Hospitality Team achieve targets, standards and meet budgets.
- Supporting the Hospitality Team in setting up, setting down and delivering events.
- Promoting a welcoming, inclusive and community-focused environment.

Principal Responsibilities

- Serve drink and food products efficiently, politely and to a high quality.
- Check and maintain stock levels throughout shifts.
- Keep the food and drink storage clean and tidy on shifts.
- Clean and tidy the café, bar and conference areas on shifts, being mindful of COVID safe working practices.
- Support the Chef Team as directed to ensure smooth service between the kitchen and service.
- Use commercial awareness to drive food and drink sales.
- Supporting with the set up and take down of the conference facilities and providing refreshments to guests as required.
- Share positive and negative feedback with the Café Team so actions / improvements can be undertaken.
- Think of and suggest ways in which the customer experience can be enhanced.
- Ensure all statutory and internal regulations regarding hygiene, safety and cleanliness are met and adhered to.
- Manage and report any incidents of accident, fire, theft, loss and damage and take action as appropriate.
- Cash handling.
- Attend Group learning and development sessions as required.
- Any other duties as may be required by the Café Supervisor and Hospitality Manager.



Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

4 Relationships and confidentiality

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies.

Line Management Responsibility:

None.



PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

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Area	Criteria	How Assessed*
Experience	1.1 Proven experience of working in a bar or hospitality environment	A, I, T
	1.2 Experience of working events	A, I
	1.3 Experience of providing excellent customer service	A, I
Skills & Abilities	2.1 Effective communication skills (face to face, over the telephone and in writing)	A, I
	2.2 A good working knowledge of Health, Safety, and Food and Drink preparation practices	A, I
	2.3 Ability to work alone using own initiative and as part of a team	A, I
	2.4 Good understanding of current bar industry product trends	I
	2.5 Ability to work flexibly covering shifts as and when required and sometimes at short notice	A, I
	2.6 Ability to “pitch in” and get the job done, multi-tasking and undertaking a wide range of duties	A, I
Education/ Training / Qualifications	3.1 Good level of education (literacy, IT and numeracy)	A
	3.2 Any relevant Health and Safety Qualifications	A, D



	3.3 Ability to attend learning and development sessions as and when required and outside of normal working times	A
Other work related requirements	4.1 Ability to support the Christian core values of the Association	A
	4.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <u>OR</u> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service.	A
	4.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	A
	4.4 Willingness to work unsociable hours including evenings and weekends.	A, I

*When Assessed – (A) on Application form, (I) At Interview, (T) During Test, (D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

YMCA Newark & Sherwood is committed to promoting diversity and practicing equality of opportunity

YMCA Newark & Sherwood is committed to the protection of children and adults at risk

