

Job Description

Job title:	Café Assistant (Poppy's Pantry, Wymondham)		
Department:	RF Works		
Job Family:	Production & Facilities		
Location:	Poppy's Pantry, Wymondham		
Reports to:	RF Works Manager		
Salary Point*:	National Living Wage	Hay points*:	77
Evaluated date*:	22/04/24		
Hours / week:	Up to 37 according to business need		
Status:	Permanent		
Supervisory responsibilities	None		
Job Shares will be considered for this post	No		
This position requires travel around the county and the ability to work flexible hours.	No		

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

The main purpose of the role is focused on helping with the smooth day-to-day running of the café and small retail outlet. This will involve

- Providing a welcoming and efficient customer service experience
- Preparing and serving light meals, snacks and hot beverages
- Operating a computerised till system to record orders and sales
- Providing a household, bathroom and personal cleaning products refill service to customers
- Ensuring the café is kept clean and tidy at all times, following established Health & Safety routines.

Poppys Pantry in Wymondham forms part of the RF Works Department within Realise Futures. It is a social enterprise café and small retail outlet stocking a range of refills for household, bathroom and personal cleaning products as well as local and ethically sourced items. Alongside the commercial trade, the café provides wellbeing services, training opportunities and work placements for adults with disabilities and/or disadvantages. The postholder will be involved in supporting their colleagues to provide these opportunities.

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company departments, Learning Coaching & Advice, Employment and RF Works.

**** This role is subject to an Enhanced DBS check**

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

- To assist the Manager and other team members in the day-to-day running of the café and retail outlet.
- To ensure that the café, food preparation and storage areas are kept clean and tidy at all times, ensuring COSHH & Food Safety regulations are adhered to at all times. This will include checking and clearing tables. All crockery and equipment are to be thoroughly cleaned and work surfaces wiped down regularly.
- To support with the preparation of light meals, snacks and beverages, including hot drinks, as directed.
- To use the computerised till system ensuring records of all sales, orders, reimbursements etc. are recorded that will also include operating card payment machines, as well as handling cash.
- To check the levels of stock in display units, replacing them as required and notify the manager of any low stock items where appropriate.
- To notify the manager of all compliments, queries or complaints received from customers
- To work alongside members of the team, as directed, in providing support and guidance to wellbeing colleagues, as part of their work-based activities
- To work within the RF Works Quality Framework ensuring that services delivered on site meet the required standards and comply with company policies and procedures.
- To participate in ongoing training and development, as identified through regular one-to-one reviews and appraisal meetings with the line manager.
- To attend and engage in team meetings

See over/...

1. Know-How:

Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company.

The skills, expertise, and training required for the job are

- Basic numeracy & literacy skills, sufficient to handle money, operate a till and take written food and drink orders
- Experience in a retail or hospitality setting that includes preparation of food and barista-style coffee
- Working knowledge of Food Safety and Health & Safety in a retail /hospitality setting
- An understanding of the principles of Safeguarding Adults in relation to adults with disabilities.

Specific qualifications or training essential to the job are:

- Level 2 Food Safety Certificate

<p><i>Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.</i></p>	<p>The amount of forward planning required in this job is :LOW</p> <ul style="list-style-type: none"> Established routines that detail timing and repetition of H&S practices, stock checks etc will be provided for the postholder. <p>The type of communication and interaction need in the job is:</p> <ul style="list-style-type: none"> The ability to work well in a team and communicate effectively and confidently with colleagues, customers and adults who may experience communication difficulties. Whilst this role will be given direction, the postholder will require some independent thinking when engaging with customers and creative thinking when helping with product displays
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<p>2. Problem-Solving:</p> <p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<p>The level of analysis, evaluation and problem solving required in the job are:</p> <ul style="list-style-type: none"> Ability to follow instructions and consider alternatives with support from colleagues (where relevant and appropriate) The ability to respond to customer queries and escalate to the manager where necessary To identify and escalate potential health & safety risks and/or faults in equipment to the manager without delay
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<p>3. Accountability:</p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of</i></p>	<p>The amount of freedom to take decisions in the job is:- LOW:</p> <ul style="list-style-type: none"> Most decisions will be guided/directed although it is recognised that initiative will need to be employed when dealing with day-to-day issues <p>Nature of impact:-</p>
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<p><i>impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i></p>	<ul style="list-style-type: none"> • Maintaining established hygiene standards when preparing and serving food & beverages is essential, as is delivering good standards of customer service; a senior member of the team will be on site at all times to ensure standards are upheld. <p>Magnitude of impact:-</p> <ul style="list-style-type: none"> • The postholders accomplishment of the job's basic purpose impacts on Realise Futures brand and reputation although this is mitigated through established protocols that significantly minimise that impact
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

Evaluation: