

**It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment**

**Job description for the post of:**

## **Casual Coffee Shop Assistant**

**The post holder will be:**

**Accountable to:** The Front of House Supervisor

**Responsible to:** The Head of Sports Services

### **The Post**

The post holder will work within the Front of House team ensuring the smooth and profitable running of the Coffee Shop operated by Edge Hill Sport in The Sports Centre. This will include the preparation and serving of beverages and snacks for customers, stock control, assisting in the preparing of weekly stock orders and the supervision of casual staff in this area. As part of the Front of House team the post holder will also assist on Reception when required. An excellent standard of customer care will be maintained at all times.

### **Main duties of the post**

- 1) To ensure the Edge Hill Sport Coffee Shop runs at maximum efficiency.
- 2) To assist with the production and serving of snacks and beverages.
- 3) To handle cash and operate the cash till, being responsible for the takings whilst on shift
- 4) Assist the Duty Manager in the cashing up procedures at the end of shift
- 5) To supervise casual staff working in this area, including allocation of duties and tasks.
- 6) To assist in the training of new and casual staff in the Coffee Shop operations.
- 7) To consistently provide a high level of customer service.
- 8) To ensure agreed standards of cleanliness are implemented and maintained following cleaning schedules in operation and as instructed by senior staff.

- 9) To maintain high standards of hygiene and safety in accordance with Edge Hill University's policies and prevailing legislation. To adhere at all times to prevailing hygiene and COSHH regulations.
- 10) Ensure all Health and Safety regulations are adhered to at all times, and to assist in the relevant risk assessments of the workplace environment.
- 11) To maintain adequate stock levels and assist in compiling stock orders on a weekly basis and the completion of relevant records.
- 12) To implement regular product promotions to help increase sales
- 13) To maintain a presentable and personable manner at all times.
- 14) To undertake the role of Receptionist as necessary to ensure the smooth running of the customer service function.
- 15) To undertake administrative duties as required by the role.
- 16) To make a positive contribution to the work of the Edge Hill Sport team.
- 17) To anticipate customer needs and demonstrate excellent Customer Care in dealing with all customers which encourages repeat trade.
- 18) To undertake any other duties as required.

**In addition to the above duties all staff are required to:**

- a) Participate in Edge Hill University's staff performance review scheme;
- b) Respect confidentiality. Confidential information should be kept in confidence and not released to unauthorised persons;
- c) Adhere to Edge Hill University's policies and procedures and attend appropriate training as required, including Health and Safety;
- d) Participate in work related training and staff development;
- e) To fully comply with the University's Equal Opportunities Policy.

**Rate of pay:** £8.67 per hour

**Hours:** **Casual – no guaranteed hours**

Working as required

## PERSON SPECIFICATION

### Coffee Shop Assistant

Applicants should provide evidence of their ability to meet the following criteria:

Qualifications	Essential	Desirable	How Assessed
Good standard of general education to GCSE standard	*		A
Basic Food Hygiene Certificate		*	A
<b>Experience &amp; Knowledge</b>			
Experience of working in a coffee shop or similar catering outlet	*		A / I
Experience of working in a busy reception		*	A / I
Experience of stock control and stock maintenance	*		A / I
Experience of cleanliness and food hygiene regulations	*		A / I
Experience of handling cash and reconciliation	*		A / I
Experience of telephone liaison		*	A / I
Experience of administrative duties		*	A / I
<b>Abilities &amp; Skills</b>			
Excellent verbal communication skills	*		I
The ability to work effectively in a busy environment	*		A / I
An ability to demonstrate excellent customer care, principles and practice	*		A / I
A good standard of IT skills to include Microsoft Word, Excel and e-mail		*	A
The ability to work unsupervised using own initiative	*		A / I
The ability to be an enthusiastic team member	*		A / I
<b>Special Requirements</b>			
To have a flexible and adaptable approach to accommodate the needs of the service	*		A / I
To be approachable and have a willingness to help	*		A / I
To have an interest and understanding of Sport		*	A / I