

Job Description

1. Job Title: Retail Coffee Shop Assistant – Maternity Cover

Reports to: Coffee Shop Deputy Manager Clowne

Accountable to: Retail Area Manager/Retail Area Support Manager

Job Family: Operational Support Services

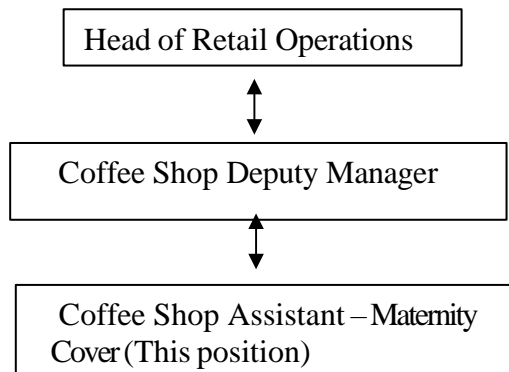
Range: A

Date: Feb 2024

2. Job Summary

The Coffee Shop Assistant will support the Coffee Shop Deputy Manager in all aspects of running the Coffee Shop. The role will involve delivering a high standard of customer service, stock management of high quality products as well as well as supervising and training of staff and volunteers.

3. Organisation Chart



4. Main Duties & Responsibilities

1. Ensure that the coffee shop is sufficiently stocked to meet demand.
2. Ensure all stock awaiting sale is adequately stored to ensure wastage is minimised.
3. Ensure all coffee shop equipment is a good working order and maintained.
4. Ensure the highest standards of customer care are adhered to at all times. Ensure that volunteers adhere to food/drink standards and preparation guidelines.
5. Create a positive customer experience.
6. Assist with the sales of promotional items, creating displays.
7. Maintain a clean and tidy coffee shop. Ensuring daily and weekly cleaning schedules are completed to a high standard.
8. Monitor, record and analysis daily sales figures to ensure weekly targets are met.
9. Responsible for the recording, safeguarding and banking of cash receipts.
10. Accept and supervise deliveries, including the checking of delivery notes versus products received.
11. Support internal stock control systems, completing stock take administration.
12. To report building and equipment faults.
13. To arrange for the regular disposal of waste.
14. Oversee volunteers and staff members including maintaining, motivating and supporting them. To resolve any problems or queries they may have.
15. To be responsible to the Coffee Shop Deputy Manager for Health and Safety matters.
16. To observe rules of confidentiality at all times.

This Job Description will be reviewed and amended with the post holder as required, as part of the regular performance review and staff development process.

5. Personal Development

- Through the annual review process, agree individual objectives and develop a personal development plan linked to team and individual objectives.
- Demonstrate continuing Professional Development and development of new skills as required.

6. Communications & Working Relationships

- **Internal:** All staff and volunteers; department managers.
- **External:** External business groups and associations. Customers, donors and supporters.

- This Job Description describes the main duties of the post holder and is not exhaustive.
- This Job Description will be reviewed with the post holder as part of the regular performance review.
- This Job Description does not form part of the Contract of Employment.

PERSON SPECIFICATION

Job Title: Coffee Shop Assistant – Maternity Cover

1. Attainments/Qualification (assessed by Application, Interview or Test)	
Essential Evidence of continuing development within the catering/customer service sector. (A) Awareness of food allergens. (A,I)	Desirable Leadership qualifications or training (A,I) Food Hygiene Certificate Level 2. (A,I) Knowledge and understanding of Health and Safety and Food Hygiene policies and Environmental Health policies. (A,I)
2. Skills (assessed by Application, Interview or Test)	
Essential Excellent communication skills, able to relate to and influence all levels of staff, volunteers and customers. (A,I) Excellent numeracy skills (A,I) Ability to adapt to new work situations and use initiative to find solutions to work related problems (A,I) Ability to multitask and manage conflicting priorities and targets (A,I)	Desirable Competent in use of MS Office (A,I) Previous experience of working within charity retail. (A, I) Previous experience of working with volunteers. (A,I)
3. Knowledge/Experience (assessed by Application, Interview or Test)	
Essential	Desirable Experience of working at within a catering environment (A,I)
4. Other factors (assessed by Application, Interview or Test)	

Essential

Self motivated (A)

Able to demonstrate behaviours which support
Hospice Values (A,I)

Desirable

Affinity and understanding Of Ashgate Hospice
charitable cause (A,)