

Temporary Café Assistant

Job Description

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| **Job Title:** | Temporary Café Assistant |
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| **Hours:** | Approx. 10 hours per week on average (some weeks may be more, some may be less depending on activity). Will involve evening and weekend work.  From September-December 2021. |
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| **Salary:** | £9 per hour (plus £1.08 in holiday pay) |
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| **Based at:** | Dance City, Temple Street, Newcastle Upon Tyne, NE1 4BR |
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| **Reporting to:** | Café Manager and/or Ticket Office Manager, Dance City |
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| **Job Purpose:** |

Dance City are looking for a friendly café assistant to provide a high quality service to all DC Café users. The role will involve serving customers using the EPOS system, using the coffee machine, taking food to tables, assisting with food prep and maintaining a clean and hygienic environment.

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| **Key duties and responsibilities:** |

* Providing a friendly and welcoming service to all customers
* Processing all sales through the EPOS till system
* Basic food preparation as directed
* Maintain a clean environment throughout and at the end of all shifts
* Observing and complying with all relevant Health & Safety & Hygiene requirements
* Assisting with cashing up
* Washing-up/clearing tables and ensuring the Café seating area is kept clean and tidy
* Notify the Café Manager of any stock requirements, or of any problems with equipment and machines
* Assist the delivery and receipt of stock
* A commitment to Equal Opportunities and Environmental Sustainability and participation in company wide initiatives and training to develop skills and expertise in this area.

Person Specification

Qualities

1. Passionate about delivering a high quality food and drink offer
2. Friendly, cheerful and approachable to all members of the public that use our building

Education, qualifications or experience

1. Experience of working in a catering environment is desirable
2. Experience of working as part of a team
3. Barista experience is desirable
4. Experience of working in a busy and fast-paced environment

Knowledge, skills and abilities

1. Experience of using an EPOS system is desirable
2. Confident with simple mental arithmetic
3. An understanding of equality and diversity



Ticket Office Assistant

Person Specification

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| 1. **Skills & Abilities** | | |
| 1.1 | An understanding of & ability to deliver high quality customer service | Essential |
| 1.2 | Excellent communication skills | Essential |
| 1.3 | Excellent level of computer literacy | Essential |
| 1.4 | Ability to pick up new systems and procedures | Essential |
| 1.4 | Ability to work unsupervised and as part of a team | Essential |
| 1.5 | Good organisational skills | Essential |
| 1.6 | Ability to work under pressure & to use initiative | Essential |
| 1. **Experience** | | |
| 2.1 | Experience of working in a customer focused environment | Essential |
| 2.2 | Experience of handling cash | Essential |
| 2.3 | Experience of building management/supervision | Desirable |
| 2.4 | Experience of working at a supervisory level | Desirable |
| 1. **Knowledge** | | |
| 3.1 | Knowledge of the arts, culture or leisure industries | Desirable |
| 3.2 | Knowledge of Sunderland and the surrounding areas. | Desirable |
| 1. **Qualifications and training** | | |
| 4.1 | Customer service training | Desirable |
| 4.2 | Trained to use an arts or cultural venue ticketing system | Desirable |
| 4.3 | First Aid Training | Desirable |
| 4.4 | Fire Warden Training | Desirable |
| 4.5 | Safeguarding Training | Desirable |
| **5. Attitude** | | |
| 5.1 | Enjoys a busy working environment and is able to cope under pressure whilst maintaining good interpersonal skills | Essential |
| 5.2 | Flexible about working hours to accommodate six/seven day operation and varied hours | Essential |
| 5.3 | Confident communicating with people at all levels | Essential |
| 5.4 | A genuine passion for the arts | Essential |
| 5.5 | High standards of presentation | Essential |