



ROLE PROFILE

Role Title: Café Co-ordinator, Coppice Café

Service: Leisure

Directorate: Planning, Economy, Wellbeing & Leisure

Accountable to: Leisure Development Manager

Grade: Scale 4

Purpose of role

To perform essential operational services within the Coppice Café, Beacon Country Park. This position will report into a Senior Duty Manager & Leisure Development Manager.

The ability to be able to react rapidly and effectively to any operational or customer satisfaction issues which occur during the hours in which the facility is open to the public.

To take the lead for responding to customer queries, event bookings and administration tasks required in relation to the Coppice Café.

Key Objectives

1	Ensure food hygiene policies and procedures are followed, in line with highest standards set by the Food Standards Agency.
2	Prepare and cook food as per customer orders. Ensure all allergen information is appropriately recorded and displayed with for customers.
3	Preparing and serving a range of alcoholic and non-alcoholic drinks. Checking age identification as per guidance.
4	Deal with cash and card transactions and receipt, using relevant IT systems and manual till systems. Reconcile at the end of business day.
5	Engage with customers by telephone, email and in person accessing their needs and making the appropriate recommendations.





6	Stock checks and ordering of food, beverages, and other essential supplies.
7	Point of contact for event bookings. Explore opportunities and work with Leisure development manager to increase room utilisation within the 2 event rooms.
8	Building defect reporting to the appropriate management. Secure building at the end of the shift and setting alarm.
9	General cleaning and housekeeping duties.
10	To work on a shift rota basis to include functions.
11	In addition to the above perform other duties and responsibilities on an ad hoc basis, as directed by line management, commensurate with requirements of the position.

Scope

The post holder will work as part of the Leisure team and provide excellent customer service to all individuals accessing the Coppice Café at the Beacon Country Park.

The post holder will be responsible for preparing food in line with the prepared method sheets.

Work Profile

1. Strategy

The post holder is a member of the Leisure team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan.

2. Performance

The post holder will be responsible for the successful delivery of the tasks that they have are allocated and contribute to the overall performance of the wider team.

3. Service Quality

The post holder will carry out all tasks to highest standard expected by the food standards agency.





4. Resource Management

The post holder does not have any line management or budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

5. Supervision and Management

The post holder does not have any line management or budgetary responsibilities.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with all customers and colleagues engaged with.

8. Main Contacts Associated with Principal Duties

The post holder will have contact with customers, visitors, Elected Members, their immediate team and service managers/ individuals from across the organisation, answering queries in a professional manner.

They may also have face to face contact with other parties and external organisations.

9. Commitment

The post holder will be expected to maintain cover of the service. The service operates 7 days a week between the hours of 8am and Midnight.





Annual leave restrictions may be put in place in order to maintain service delivery.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions

The post is fixed office-based but may involve frequent travel to other sites to undertake the position's duties.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures





17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder is expected to engage with the customers within the agreed frameworks of the café, and an element of creativity and innovation will be required to ensure customer feedback is incorporated into decision making.

20. Decisions and Consequences

The post holder will be expected to make decisions within the limits of the Café guidelines.

21. Work Context

The post holder will ensure they understand the link between their job role and the delivery of the Council Priorities.

22. Physical Demands

The post holder will be expected to stand for long periods of time and be capable of lifting items utilised within the café/event rooms. This includes deliveries, moving stock, and furniture.

23. Environmental Improvement

The Council is committed to improving the environment, including climate change, both within the council through its delivery of services and management of sites and in the borough through its influence. We expect all employees to understand and enact positive environmental change within their role.





PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Level 2 Food Hygiene and Safety for Catering	X		A
	First Aid at work certificate		X	A
	Experience of working within catering	X		A, I
	Efficient in the use of IT programmes including Microsoft Word, Excel and Outlook as a minimum	X		A, I
Planning and organising work	Excellent organisational skills	X		A, I
	Ability to work under pressure	X		A, I
	Ability to handle confidential information in line with data protection and GDPR requirements	X		A, I
Planning capacity and resources	Flexible approach to working hours	X		A, I
Influencing and interpersonal skills	Ability to keep calm and professional under pressure	X		A, I
	Ability to deal with members of the public	X		A, I





	Ability to communicate effectively both verbally and in writing	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Ability to identify a range of appropriate solutions to issues and problems	X		A, I
Managing risk	Ability to consider and assess risks associated with improving services and raising customer standards	X		A, I
Managing change	Ability and willingness to continuously improve through implementation of changes on a regular basis	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Able to work independently and take ownership of key responsibilities of the post	X		A, I
OTHER	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I
	Commitment to Environment	X		A, I





COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date