

Yeovil Town Council



JOB DESCRIPTION

Job Title:	Casual Barista
Grade:	Age related pay, National Minimum Wage until age 21 and then National Living Wage
Hours of Work:	Shifts by rota agreed in advance, including two shifts at the weekend.
Annual Leave Entitlement:	12.1% pay per hour worked.
Responsible to:	Café Manager
Responsible for:	None

Main Purposes of the Role

To provide a welcoming and quality café experience to the communities in and around Yeovil Town Council's two café outlets. Working as part of the team of Baristas to create an outstanding café experience at the Ninesprings Cafe.

Overall Responsibilities

To prepare hot drinks, serve cake and pre-prepared food, and handle financial transactions with customers at the Ninesprings Cafe. To ensure the café is clean and welcoming. To abide by the food hygiene, allergen and HACCP guidelines as set out by the management team. To deliver exceptional customer service to the customers and communities of the Country Park.

Summary of Responsibilities and Duties of the Job

1. Deliver great face to face customer service.
2. Ensure customers are served swiftly.
3. Help to maintain a clean and high quality environment both inside and outside the café at all times.
4. Listening to customer feedback and ensuring any issues are raised with the Shift Lead or Café Manager for swift resolution.
5. Driving the profitability of the café by making sales.

6. Act as a point of contact about the Country Park, advising the visiting public and site users, and relaying messages where appropriate.
7. Working with Countryside Ranger staff to ensure customers enjoy a positive visit.
8. Ensuring that all products are restocked, displayed appropriately and labelled to a high standard.
9. Adhering to all café policies and procedures including Health and Safety, COSHH, HACCP, equipment operation and food safety guidelines.
10. Operating the till accurately and handling financial transactions.
11. Checking rotas and attending shifts.
12. Maintaining a smart appearance in the café uniform.
13. Carry out cleaning duties as per the rota.
14. Attending team meetings.
15. To demonstrate flexibility to work across the two cafes in periods of high demand or to cover sickness and holiday

External and Internal Contacts

Members of staff, customers, suppliers and members of the public. Occasionally the Mayor and Councillors.

Face to face.

Working Environment

Based at The Ninesprings Café (Yeovil Country Park) but may be required to work at The Rec Café (Yeovil Recreation Centre).

Health and Safety at Work

Yeovil Town Council's Health and Safety Policy and all relevant Health and Safety at Work Instructions (such as the Lone Working Policy, procedures and practice guidance) are to be considered as part of this job description.

Equal Opportunities

Yeovil Town Council is committed to the fair treatment of its staff, potential staff, users of its services and other stakeholders, regardless of race, gender, religion, beliefs, sexual orientation, responsibilities for dependants, marital status or disability.

Date: 14th November 2024