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| **Job Title:** | **Café Assistant** |
| **Reporting To:** | Food & Beverage Co-ordinator |

**Background**

Wave Leisure Trust Limited (Wave) is a Charity and Social Enterprise with a purpose of “Inspiring Active Lifestyles” and a Vision, “To be at the heart of the improvement of health and wellbeing within the Community”.

Formed in 2006, Wave is recognised as an award-winning Trust, managing fifteen leisure facilities and Newhaven Fort along with providing a vast range of activity programmes and outreach initiatives.

Supporting well over one million active customer visits on an annual basis, Wave ensures all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity or outreach initiatives.

As we emerge from the intense phase of the pandemic our ‘Build Back Better’ Strategy focuses on three key activity areas:

1. **Rebuild**
* The structure of the business focusing on core activities.
1. **Invest**
* To ensure recovery, greater resilience and future sustainability.
1. **Community Health**
* In isolation or in partnership with public health partners to deliver positive health interventions.

**Summary of Main Duties**

**Customer Service**

The priority of the Cafe staff is to provide a friendly and efficient full service to all of its customers at all times which means:

* Adherence to Wave Leisure standards.
* Maintaining the opening times and operational standards as agreed.
* To provide customers with prompt and efficient service and suitable product alternatives whenever required.
* Full communication must be given to all our customers to inform them of any changes in our service, when required e.g. delay on food service.
* Always be in full Wave uniform and well presented.
* Engaging with all our customers and aim to exceed the customers’ needs and expectations.

**Operation**

* Carry out all operational procedures of the Café and vending machines to the Café agreed standards.
* To assist with catered functions at the Centre as and when required.
* To ensure that the vending machines are fully stocked and in a clean and hygienic condition.
* Report any faults immediately to Food & Beverage Co-Ordinator or Operations Manager in Food & Beverage Co-Ordinator’s absence.
* To ensure that all food and drink preparation is done in line with brand standards.
* To place food supply orders when required.
* To ensure all deliveries received are checked and only signed for if correct.
* To ensure all food deliveries are delivered within standard guidelines and the produce is to expected standard. Report any supplier issues to Food & Beverage Co-Ordinator immediately.

**Administration**

* Maintain daily standards of cleanliness of the café, kitchen, storerooms, seating area and equipment, and report areas for concern to the Food & Beverage Co-Ordinator or Operations Manager
* Be Responsible, while on duty, for the security of the Café and its contents

**Financial**

* To follow financial procedures including the collection of cash
* Report all deficiencies without delay to the Food & Beverage Co-ordinator or Operations Manager.
* Responsible for accurate handling of cash.

**Health and Safety**

* To exercise due care in respect of catering equipment, premises and users in accordance with the Health & Safety at Work Act and Wave Leisure’s Health & Safety Policy
* To have or be able to obtain L2 Food Hygiene Certificate and COSHH in kitchen.
* To follow the set guidelines from Food standards agency from the ‘Better food, better business guide’.
* Personal Hygiene and presentation must be maintained at all times. This includes Hair tided up & clean uniform.

**Maintenance**

* Notify the Food & Beverage Co-Ordinator or Operations Manager of any faults or damaged equipment.
* Ensure the Cafe areas are clean, safe and hygienic at all times and that adequate security measures are taken.
* Carry out cleaning duties following a task list of what needs to be cleaned, when it needs to be done and with what cleaning materials.

**Other Duties**

* To carry out other duties as required.
* To adhere to Wave Leisure Trust’s policies and procedures.

I agree to accept this Job Description

**Name:** ………………………………………………………………………………………………..

**Signed:** ………………………………………………………………………………………………

**Date:** ………………………….………………………………………………………………………