

Job Vacancy

Pride

Passion

Performance

Job Title

CAFÉ/BAR ASSISTANT (Casual)

Description

Successful candidates will be joining the established Cofa's Team, and will be expected to work in any of the Cafe Bars throughout the City, and on Special Events to cover.

Previous experience of working in a Café Bar, or service industry at a high standard is desirable, although candidates who are able to demonstrate a can do attitude, flexible approach to work, and friendly persona will also be considered.

Successful candidates may have to work days, evenings or weekends, and a flexible attitude to work is therefore essential. Cofa's have units at Centre AT7, The Xcel Leisure Centre, Alan Higgs Centre, Coventry Sports and Leisure Centre, and Brandon Wood Golf Course and candidates will be expected to work across these sites.

Reference Number:

XL26

Closing Date:

31st December 2018

Department:

Commercial

Hours:

Casual

Hourly Rate:

£5.45 (topped up in accordance to NMW and NLW, if appropriate)

Benefits

- Great development opportunities
- FREE health and fitness membership*
- FREE health and fitness membership for a family member or friend*
- FREE uniform for applicable roles
- FREE training for applicable roles
- DISCOUNTS on Centre activities*

(*not applicable to casual workers)

Find out more

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If you have any enquiries, please contact our Human Resources Team by emailing recruitment@cvlife.co.uk

Job Description



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Job Title:	Café/Bar Assistant
Reporting to:	Centre Manager

Responsibilities for all employees

- To embrace and lead by example on the company's key values of PRIDE, PASSION and PERFORMANCE.
- To undertake your duties to the best of your ability and fully comply with all of the Company's general standards and those relating to your specific role.
- To support the Foundations commitment to providing a safe environment for children and young people, ensuring awareness of the Company's Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
- To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
- To interact positively with customers adopting a friendly and professional approach at all times.
- To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company.
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the company. To generally help promote the work and public image of the company, always maintaining high standards of customer service and personal appearance.
- To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position.

Overall purpose and objective of the role:

To ensure that the Café/ Bar Services provided by the Foundation meet the demands and requirements of Centre users, whilst Company Policies are being adhered to and Service Expectations are being met.

Main duties of the role:

1. To provide a front line customer service function in terms of the bar and service areas, serving drinks and snacks, and re-heating food as required
2. To be involved in cash – handling procedures, and responsible for till balances.
3. To ensure that the Bar Served, and Customer Areas, are cleaned and maintained to the standard laid down in Company procedures, and associated paperwork is carried out as required.
4. To liaise with the Cafe/Bar Team Leader regarding any aspects of extraordinary maintenance and cleaning.
5. To Liaise with the Café/Bar Team Leader and Catering Co-Ordinator in terms of stock requirements
6. To be available to work on Events and Functions as requested
7. To be familiar with and work within all operating policies and procedures appropriate to the Bar provision. Especially in relation to completing bar diaries, the Companies stock procedures, health and safety and food hygiene regulations.
8. To maintain all storage and cellar areas in a clean and tidy condition and ensure bar areas are stocked as directed, bearing in mind stock rotation.
9. To ensure that a high standard of customer care is maintained at all times and to respond to all customer enquiries or complaints effectively and efficiently.
10. To attend any relevant meetings.
11. To attend training/refresher courses as are appropriate to maintain qualifications and standards of good practice.

This job description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

Date: September 2018

Person Specification

Essential	Desirable
Personal attributes	
<ul style="list-style-type: none"> Enthusiastic and confident. Flexible approach to work and working patterns. Ability to work as part of a team 	<ul style="list-style-type: none"> Desire to further training and career development prospects.
Knowledge and Experience	
	<ul style="list-style-type: none"> Working knowledge and experience of bar work. Experience of cash handling. Experience of dealing with groups and functions. Knowledge of cellar procedures. Knowledge of Health and Safety issues relating to a catering environment.
Special skills	
<ul style="list-style-type: none"> Communication skills. Customer care skills. Ability to use initiative in unsupervised settings. 	
General intelligence	
<ul style="list-style-type: none"> Literacy and numeracy 	
Qualifications	
	<ul style="list-style-type: none"> BIIB Barpersons Qualification Food hygiene certificate. First aid qualification
Circumstances	
<ul style="list-style-type: none"> Ability to work unsociable hours including evenings, weekends and bank holidays. Ability to work a split shift Ability to travel across sites 	<ul style="list-style-type: none"> Ability to travel across sites