

STAPLEHURST FREE CHURCH SHEPHERDS PANTRY COFFEE SHOP

BARISTA JOB DESCRIPTION

Job Title	Barista
Reporting to	Roy Laming, Trustee and Coffee Shop Coordinator
Location	Staplehurst Free Church, Station Road, Staplehurst, TN12 0QQ
Hours of work	9 hours per week 11.30 to 14.30 on Tuesdays, Thursdays and Saturdays (Job-share is possible)
Remuneration	£9.50 per hour
Contract Type	Temporary, 30 weeks from start date.

PURPOSE OF THE ROLE

The Shepherd's Pantry Coffee Shop is a new addition to Staplehurst Free Church's portfolio of community-focused activities. Collectively, these fulfil our charitable aims of using our resources and facilities to make positive contributions to the health and wellbeing of local people. The Coffee Shop will provide a welcoming, inclusive, affordable, easy-access, environment serving great quality refreshments. A place where people can take time out from their busy lives, relax and enjoy meeting new people. The Coffee Shop will initially be open 12noon to 2pm three times a week for a 30-week trial. Our hopes and expectations are that the level of use and income will enable this to then become a permanent facility, possibly with extended hours, depending on customer feedback and financial sustainability.

The Barista will be the lead person on running the coffee shop. There is a growing trend towards the use of coffee shops in a variety of venues. Serving freshly brewed espresso-based coffees will be key to the role but it will also entail preparing and serving other drinks, light lunches and snacks. Additional time is allowed outside of opening hours for set-up and close down procedures including but not limited to re-arranging furniture, setting out cakes and pastries, warming up food, re-stocking supplies, undertaking food hygiene procedures, cashing up, washing up and cleaning,

The Barista can expect to be lone working most of the time although there will be the support and involvement of others from the Church. One of the trustees, to whom the Barista will report, will be acting as Coffee Shop Coordinator and will be providing support in the overall development and running of the service. There may be the involvement of volunteers who can help with a variety of tasks according to their skills and interests. There will also be liaison with the Church Treasurer on money matters and with the Church Administrator on publicity and general enquiries about Church activities. Other activities may be operating in the building at the same time as, before or after the Coffee Shop opening hours and collaboration may be required with the leaders of those sessions.

RESPONSIBILITIES

- Providing exceptional customer service and ensuring the Coffee Shop is a welcoming, clean, enjoyable and supportive environment.
- Ensuring the seating area is correctly set out prior to opening including chairs, tables, menus, condiments and any relevant publicity.
- Turning on equipment upon arrival and cooking/heating any food items to be ready before opening.
- Ensuring a range of food and snacks is nicely presented and labelled so that there is customer choice according to taste and price.
- Preparing and serving hot and cold refreshments to a high standard to fulfil customer requirements.
- Applying relevant food hygiene procedures at all times to ensure produce is completely safe to be consumed by customers.
- Being particularly conscious of potential food allergies and intolerances and avoiding causing cross contamination when handling and serving food and drinks.
- Being consistent with portion sizes when serving food.
- Operating the till and taking payments by cash and using the card machine. Providing receipts when requested.
- Being conscious of the availability of crockery, cutlery and consumables and ensure they are re-stocked when needed.
- Monitoring stock levels to ensure the availability of all produce and reorder when needed, using systems provided or advising the Café Coordinator for them to do so if necessary.
- Reporting any equipment faults or accidents to the Café Coordinator.
- Working with and supporting volunteers so that they are actively involved in the Coffee Shop. This can include, food and drink preparation, food presentation, serving, clearing and cleaning, chatting with customers and other duties according to their interests and abilities.
- Storing and freezing produce at closing time so that it can be used for future sessions, where appropriate.
- Ensuring waste is minimized, managed safely and disposed of in accordance with waste collection arrangements for the premises.
- Ensuring all areas and equipment are kept clean during and at the end of each session
- Ensuring the building is locked and secured when leaving the premises if no-one else is there.
- Maintaining awareness of other Church activities and directing people to information about them or to relevant Church representatives.
- Being conscious of and sympathetic to the needs and challenges faced by vulnerable, lonely and disabled people.
- Collaborating with members of the Church to develop and improve the service where practical to do so and drawing on experience and customer feedback.
- Working according to the Church's policies and procedures, understanding their relevance in the delivery of the service and applying them as appropriate
- Attending training sessions, meetings and reviews as required.
- Ensuring appropriate clothing/uniform and footwear is worn at all times.
- Ensuring high standards of personal hygiene and appearance.
- Receiving deliveries and unpacking and storing contents appropriately.
- Maintaining good timekeeping.
- Ensuring all comments and complaints are passed on immediately to the relevant person.
- Undertaking other duties consistent with the role or as requested by line management.

SKILLS & EXPERIENCE

You will need to be a proactive, dynamic and committed individual, striving to deliver great customer service and eager to collaborate with and motivate colleagues, especially volunteers. You will want to make a positive contribution to the project by ensuring that the trial opening period is as successful as possible.

The following skills and experience are desirable and training can be provided where needed.

- Self-motivation and an ability to work under one's own initiative, taking responsibility for issues arising.
- Experience in catering and hospitality.
- Experience of using a commercial espresso coffee machine.
- Experience of working in a community engagement environment.
- Food hygiene training and certification.
- Good communication and interpersonal skills.
- Good organizational skills.
- Ability to work under pressure.
- Have diplomacy and negotiation skills and the ability to deal with difficult situations should they arise.
- Experience of working with and supporting volunteers as colleagues.