



JOB DESCRIPTION

Job Title Weekend Café Assistant

Reports to Deputy Director

Term Part-time, zero hours

Food Museum

The Food Museum cares for 17 historic buildings set in 75 acres of countryside, in the heart of Stowmarket, Suffolk. The museum is a charity supporting the community and we undertake a wide range of projects and programmes. The Food Museum's mission is to connect people with where their food comes from and the impact of our choices on the environment, health and wellbeing. We explore the social, cultural and industrial history of food from an East Anglian angle.

Purpose of the Job

We are looking for a part-time, weekend Café Assistant to join the catering team at the Food Museum in Stowmarket. There may also be weekday work available during school holidays, plus extra hours for events catering. Working under the guidance of the Cook/Shift Supervisors, your job is primarily to serve customers in our café – Feast – and ensure that the indoor and outdoor spaces are always clean and well-presented. You will be involved in both front and back of house work.

Who are we looking for?

We are looking for someone, outgoing and friendly, who is happy to greet our customers and give them a great customer experience in our café. You will be detail focussed and actively help us raise the standards of service and presentation in the café. You will have ample initiative and actively look for tasks in the café that need completing. You will be representing the Food Museum so we expect you to be able to passionately and proactively promote the site and events when interacting with customers using the café and attending events.

Main duties

1. List of specific duties:
 - a) Greet customers, inform them about the menu and take orders including any dietary requirements (e.g. about portions, ingredients or potential food allergies).
 - b) Communicate order details to the Kitchen and use the till to take payment; keep accurate records of orders.
 - c) Serve food and drink to customers, Barista training can be provided.
 - d) Clear and clean the tables and kitchen, maintaining high hygiene standards front and back of house.
 - e) Help prepare food, as directed by the Cook/Shift Supervisor.

2. This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.
3. The post-holder must be aware of and abide by the museum's policies and procedures. All staff must work in such a manner as to ensure their own safety and the safety of others – including members of the public – and report to their manager any hazards, dangerous occurrences or dangerous equipment they see, and any accident they are involved in or that they witness.

Person Specification

If you are unsure about any of this or would like to talk to someone about whether your experience is applicable, please get in touch.

Essential criteria – you need to have these		How this will be assessed
1.	Understanding the importance of health and hygiene	Application form and interview
2.	A great team player with a confident, “can do” approach	Application form and interview
3.	A passion for food and delivering great customer service	Application form and interview
4.	Able to work weekends	Application form and interview
Desirable criteria – it would be a bonus to have these		
5.	A relevant food safety qualification would be an advantage but not essential as training will be provided	Application form and interview
6.	Some past customer facing experience would be an advantage	Application form and interview.
7.	Past experience of food and/or coffee preparation would be an advantage but not essential	Application form and interview.
Behaviours – how we expect you to act		
8.	You will be representing the Food Museum as a member of staff so we will expect you to be able to passionately and proactively promote the site and events when interacting with customers using the café and attending events.	Interview
9.	Be creative and imaginative: identify opportunities to deliver added value, be thoughtful; be able to solve problems and think for yourself as well as take direction.	Interview
10.	Be effective and efficient: take responsibility for managing own work; stay focused on getting the job done; have a can-do approach; plan and think ahead and make decisions mindful of their cost and environmental impact.	Interview
11.	Be tactful and collaborative: work well and supportively with other staff, volunteers, and external people.	Interview

12.	Communicate clearly: be precise, calm and assertive – especially when dealing with difficult issues. Think about how to talk to people to get the best out of them. Listens to and respects diverse voices.	Interview
-----	---	-----------