

Job Description - Café Caterer and General Assistant

Location: Harbour Hub Café, Rhyl

Rate of Pay: £9.00 per hour

Hours per week Up to 35 hours

Holidays: 28 days per year to include Bank Holidays

General

The Harbour Hub Café was established 6 years ago by Co-Options, a social enterprise that creates and manages small local businesses and provides support to adults with learning disabilities within these businesses. The Harbour Hub Café is located within the Rhyl harbour and bridge development and provides a unique environment within which to enjoy high quality, reasonably priced light lunches, snacks and drinks. The Café has established itself as the 'go to place' for local customers and holiday makers many of whom are walkers, dog walkers and cyclists. We also run the adjoining 'Bike Hub' cycle repair, hire and retail enterprise. Both these businesses provide supported employment opportunities for local adults with learning and or physical disabilities.

Due to current Covid restrictions we are operating a takeaway service and restricted menu. The size of the cafe means we can not have internal customers at the moment. When Covid restrictions ease, we will be able to revert to an internal table service system to complement the takeaway service.

The Job Role

We are currently looking to add to our core café staffing team to maintain our high standards and reputation and to specialise in the cooking and production of high quality meals and snacks and speciality coffees. The role calls for someone with cooking experience, preferably in a retail environment who can produce meals to the required standard and within the time frame required. We would also encourage the input of new ideas and recipes where practicable. From time to time it may be necessary to cover for the café manager or deputy manager and involve being a key holder. Because the café is relatively small, it may be necessary to undertake a variety of other roles and tasks including coffee making, till operation and general front of house duties as well as general cleaning and administrative duties necessary to comply with health and safety legislation. (a full list of duties will follow). Training and guidance will be given where necessary.

Main Duties

- The preparation of food and the use of these food items to cook light meals and snacks to order
- Baking of items for display
- Developing new recipes in conjunction with the manager and deputy manager
- Ordering items from suppliers, maintaining stocks and shopping locally if required
- Where necessary in the absence of the manager or deputy manager, cashing up at the end of the day, producing petty cash requests and change requirements for the till

- Making sure records and date labelling is kept up to date as required.
- Opening and shutting the café premises as necessary
- Having an active role in the maintenance and cleanliness of the café both internally and externally
- Having a high degree of contact with customers, including handling any enquiries or complaints and liaising with café manager and deputy manager as necessary
- The direct support and guidance of adults with learning disabilities being supported within the cafe

Other Duties

Because we are a relatively small staff team, it will be necessary from time to time to work alongside all staff to undertake the following duties

- Serving customers, including taking food to tables and cleaning tables and work surfaces, emptying bins, cleaning down at the end of the day
- Emptying and replenishing the dish washer
- Replenishing and restocking items
- Undertaking and recording weekly cleaning duties
- Preparing food items for use or storage
- Using the coffee machine to make high quality beverages to order
- Using the till and card machine to process customer orders
- Recording customer orders and passing them on to other staff if necessary
- Offering direct support to service users and having a positive attitude to their inclusion at all times
- Producing the opening and closing checks on food
- Any other relevant duties as required and requested by your manager or deputy manager

Other requirements

- Because the café has a small number of staff, it is vital that everyone works together as a team and helps other staff members as and when necessary
- Although staff tend to develop their own specialist areas, it is also vital that staff have the flexibility and skills to undertake a variety of tasks as and when needed
- Working under your own initiative
- Being able to multitask if necessary
- Able to work under pressure in a busy, fast paced environment