

Job Description – Catering & Front of House Support Worker

Project: MAKE

Work Location: MAKE, Fratton

Directly responsible to: MAKE Manager

Overall responsible to: Head of Enterprise & Development

**General Purpose:**

This is a unique and exciting opportunity to make a difference, by joining a well-established team and be central to developing our already successful social enterprise working in our Café and Front of House team at MAKE.

You will support adults with learning disabilities to develop their skills within hospitality and catering and provide a quality service to all customers, ensuring the highest standards of food and service are prepared and maintained.

Customer focus is a critical requirement, and the post holder will cover our chefs’ days off and holidays and be responsible for running the MAKE café on a Monday, providing excellent customer service, and preparing homemade lunches and delicious cakes. On other days you will support the chef and front of house team by preparing and serving food and refreshments, (including Barista coffees) operating the till, and clearing tables, ensuring the customer experiences a positive and enjoyable visit.

Alongside the day-to-day Café and Front of House service at MAKE, you will work closely with our sister project in Portsea and occasionally be asked to cover some days off and holidays at our John Pound Café located in Portsea.

**Key Terms and Conditions:**

* Salary: 18 – 21 years £8.60 p/h, 21 and above £11.44 p/h
* This is a permanent contract.
* Hours of work – Monday 9.00am - 5.00pm and Tues, Wed, Thurs, Fri 10.00am – 2.30pm. A total of 25 hours per week, working occasional evenings, and weekends to cover pre-planned holidays and events.
* Full Training will be given.

**Duties and Responsibilities:**

* To cover our chef on his day off (generally a Monday) to prepare and serve homemade lunches to customers in the café, ensuring an excellent standard of customer service is maintained.
* To serve customers a range of refreshments including Barista style coffees and hot drinks. Serve cakes, snacks and alike in a professional courteous manner.
* Serve customers their food at their able, clean, clear, and tidy tables ensuring high levels of cleanliness are maintained.
* Operate the till effectively, account for daily takings and complete all related cashing up admin.
* To support adults with learning disabilities and or autism to gain skills in a catering and hospitality environment and cash handling. Support with all aspects of food preparation, training, food and kitchen hygiene, home baking and customer service.
* To maintain a 5-star food hygiene rating and ensure all catering legislation is in line with Food Safety practices and guidelines.
* Ensure good communication takes place with visitors and staff.
* Welcome customers and provide excellent customer service to all visitors.
* Initiate ideas, creativity and a “Can Do” attitude within the role and encourage independence by supporting people to try new things and develop their strengths and explore new opportunities.
* Support with good stock control, ordering and stock rotation in line with budget.
* Support with housekeeping, always maintaining a clean environment.
* Respond to requests for information/clarification from colleagues & visitors.
* Be a team player and work alongside your sister project, the John Pound Centre, by supporting event days and covering holidays when applicable.
* Promote relevant content on social media platforms and raise awareness.
* To participate in staff meetings, training courses and seminars.
* Ensure you maintain a programme of continuing professional development.
* To actively promote the Trust, engage with the community and positively raise awareness about everything we do.
* To actively share job opportunities, marketing messages and fundraising events within your day-to-day network
* To communicate any relevant contacts, networking groups, enterprising opportunities, or ideas you have to your manager for consideration.

**Person Specification:**

**Essential:**

* Previous experience in a Catering & Hospitality role.
* Food Preparation Qualifications NVQ level 2 or equivalent.
* Self-motivated, with a flexible approach
* Good communication and listening skills.
* Strong planning and organizing skills.
* Have a “Can Do” approach.
* Demonstrate the ability to provide excellent customer care.
* Good team working skills.
* Ability to maintain a safe working environment.
* Competent within basic day to day technology. (outlook, word, social media, etc)
* A commitment to the principles of people with learning disabilities having human rights, dignity, respect, equality, and an emphasis on positive outcomes for people.
* An understanding of how to develop arrangements that safeguard and protect people from abuse.

**Desirable:**

* Previous experience working with people with a learning disability / autism.
* Food Hygiene certificate.
* Previous experience within retail.
* Previous experience using TEAMS.
* Driver with own transport

June 2024