

Job Description – Retail and Catering Assistant

Project: MAKE Enterprise

Work Location: Fratton, Hampshire

Directly responsible to: Manager Make at Aldingbourne Enterprise

Overall responsible to: Head of Enterprise & Development

**General Purpose:**

This position is key to the Enterprise meeting its expectations in delivering our hospitality services at MAKE, to a wide range of external and internal customers.  Customer focus is a critical requirement, and the post holder will be responsible for helping to ensure that all retails charity shop and catering hospitality services meet these standards.

The Catering Assistant will assist in providing, high level of hospitality and retail customer service, from preparing tables, serving customers and taking payments for both food orders and charity shop purchases, As wells as service food orders, clearing down and maintaining a clear and presentable café.

**Key Terms and Conditions:**

* Salary National Minimum Wage 16-17 yr - £6.40 (April 2025), 18- 20 yr - ££8.60 rising to £10.00 (in April 2025), 21 + - £11.44 rising to £12.21 in April
* Hours of work: Zero Hour Contract, Saturdays 9am to 3pm Weekly

**Duties and Responsibilities:**

* Customer Service: Serve customers at the till, ensuring a friendly and efficient service.
* To serve and assist customers in the café and retail charity shop, ensuring an excellent standard of customer service is maintained.
* Operate the tills effectively, ensuring accurate daily takings.
* Barista Duties: Prepare and serve teas and coffees using the Barista machine (training will be provided).
* Daily stock rotation and shelf filling
* Table Maintenance: Clear and clean tables to maintain a tidy and welcoming environment.
* Washing Up: Assist with washing up duties to ensure cleanliness and hygiene.
* General Duties: Perform various tasks to ensure customers have a positive experience while eating and shopping at MAKE.
* Ensure good communication takes place with visitors and staff
* Building and maintaining positive working relationships with visitors
* Ensure you maintain a programme of continuing professional development.
* To actively promote the Enterprise, engage with the community and positively raise awareness about everything we do.

**Person Specification:**

**Essential:**

* Self-motivated, with flexibly approach
* Good communication and listening skills.
* Demonstrate the ability to provide excellent customer care.
* Good team working skills.
* Ability to maintain a safe working environment

**Desirable:**

* Experience of working in a catering environment
* Experience of operating a till
* Barista experience