# PCCLogo-Landscape

# EMPLOYEE SPECIFICATION

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| **Directorate:** Customer Services | | **Section:** Harris Cafe | |
| **Post No:**  **COMU04003** | **Designation:**  Cafe Assistant | | **Grade:** 2  **SCP:** 3-4 FLW |

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| **Qualification:**  D GCSE Maths and English at Grade C or above or equivalent  D Level 2 Food Hygiene Certificate |
| **Knowledge/Skills/Abilities:**  E Have skills in sales, till operations and handling cash  E High level of enthusiasm, energy and commitment  E Ability to be self-motivated  E Helpful and polite to the public always  E Excellent customer service skills  E Have the ability to undertake simple cash and card transaction handling  E Have the ability to pass on information about menus and food ingredients  E How to prepare basic hot and cold foods  E Ability to assist with setting up café and counter, before during and end of day  E Help with general cleaning and tidying  D Ability to undertake lifting and handling of equipment (with the appropriate training)  D Aware of Food Safety and Food Hygiene (training available)  D Knowledge of stock control  D Ability to support the Harris marketing activity to promote the café offer  D Experience of till and chip and pin operation and cash handling |
| **Experience:**  E Experience of dealing with the public  E Experience of working in a café or other customer-facing role  E Experience of quality food preparation, matching set standards  E Experience of working in busy and high pressured environment  D Experience as a barista in a busy environment (training available) |
| **Special Requirement:**  E Be willing to undertake appropriate training  E Be of smart appearance  E Have a pleasant and courteous manner  E Be willing to work extra hours to cover holidays, sickness etc  D Able to work Monday – Sunday |
| NB E Essential  D Desirable |