# PCCLogo-Landscape

# EMPLOYEE SPECIFICATION

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

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| **Qualification:**D GCSE Maths and English at Grade C or above or equivalentD Level 2 Food Hygiene Certificate  |
| **Knowledge/Skills/Abilities:**E Have skills in sales, till operations and handling cashE High level of enthusiasm, energy and commitmentE Ability to be self-motivatedE Helpful and polite to the public alwaysE Excellent customer service skillsE Have the ability to undertake simple cash and card transaction handlingE Have the ability to pass on information about menus and food ingredientsE How to prepare basic hot and cold foodsE Ability to assist with setting up café and counter, before during and end of dayE Help with general cleaning and tidyingD 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 controlD Ability to support the Harris marketing activity to promote the café offerD Experience of till and chip and pin operation and cash handling |
| **Experience:**E Experience of dealing with the publicE Experience of working in a café or other customer-facing roleE Experience of quality food preparation, matching set standardsE Experience of working in busy and high pressured environmentD Experience as a barista in a busy environment (training available) |
| **Special Requirement:**E Be willing to undertake appropriate trainingE Be of smart appearanceE Have a pleasant and courteous mannerE Be willing to work extra hours to cover holidays, sickness etc D Able to work Monday – Sunday |
| NB E Essential D Desirable  |