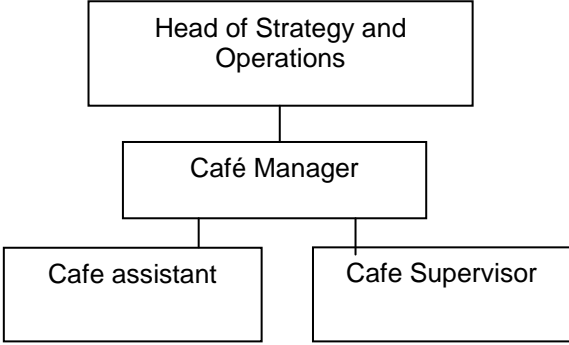
		JOB DESCRIPTION		
JOB TITLE: Explore cafe assistant			POST NUMBER:	
REPORTS TO Explore Cafe Manager				
DEPARTMENT: Libraries and Archives			GRADE: 2 (with living wage supplement)	
JE REF / JE unique ID:			PANEL DATE:	
1.	MAIN PURPOSE OF JOB			
	<ul style="list-style-type: none"> To work in all areas of the cafe, welcoming and serving customers to ensure they get the best possible experience while visiting and Explore cafe 			
2.	CORE RESPONSIBILITIES, TASKS & DUTIES:			
	1	To ensure that the café facility is kept tidy and clean at all times by clearing tables, washing pots and general cleaning duties .		
	2	To greet customers and ensure they feel welcome and receive an excellent service.		
	3	To serve customers food and drink and do basic food preparation e.g. plate up food.		
	4	To support customers using basic library facilities – by shelving books, helping them to use the self-service equipment and issuing Yorkcards		
	5	To support the delivery of a wide range of events such as Summer Reading Challenge, Big City Read and author events.		
	6	To attend staff meetings and training sessions in order to keep practice up to date		
	7	To operate the till to ensure that financial processes are followed.		
	8	To ensure that all H&S procedures are followed including those as detailed in the operation manuals		
	9	To work co-operatively, communicate and consult with colleagues within the service		
	10	To participate in the Performance Development Review process, personal learning, team working and job enrichment to ensure agreed service priorities and targets are delivered.		
3.	SUPERVISION / MANAGEMENT OF PEOPLE			
	No. reporting - Direct: 0 Indirect: 0			
4.	CREATIVITY & INNOVATION			
	The post holder is expected to adhere to agreed quality standards and policies, procedures and practices.			

5.	<p>CONTACTS & RELATIONSHIPS</p> <ul style="list-style-type: none"> ▪ Able to work effectively as part of a team and understand the implications of teamwork ▪ Daily contact with customers. Some customers may occasionally be challenging in their behaviour. The post holder is expected to apply good customer service principles and use initiative to resolve any issues that arise on a day-to-day basis. The post holder is expected to discuss with his/her line manager issues which have a wider implication for the service and which do not require an immediate response.
6.	<p>DECISIONS – discretion & consequences</p> <ul style="list-style-type: none"> ▪ Responsible for ensuring high cleaning, hygiene and safety standards
7.	<p>RESOURCES – financial & equipment Cash handling via tills</p>
8.	<p>WORK ENVIRONMENT –</p> <p>Work Demands The postholder will be expected to ensure that the café area is kept tidy and clean at all times.</p> <p>Physical Demands The nature of the work means that the post holder will be required to stand, walk, bend and lift.</p> <p>Work Conditions The postholder will be working in a kitchen operating equipment. If the post holder becomes aware of any issues that may occasionally arise, he/she is expected to discuss this with his/her line manager or other appropriate colleague.</p> <p>Work context Minimal risk to post holder as working in a safe catering environment but will be using boiling water and mild cleaning chemicals etc.</p>

<p>9.</p>	<p>Knowledge & Skills:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • A good general standard of education to Level 2 including literacy, numeracy and ICT ▪ Must be willing to work towards obtaining Basic Food Hygiene Certificate – training will be provided <p>Person Specification Skills and Experience</p> <ul style="list-style-type: none"> • An understanding of what it means to deliver quality customer focused services and the ability to demonstrate this on a daily basis ▪ Confident and willing to communicate and engage with a wide range of people, including children and young • Ability to adhere to agreed service standards, policies, procedures and practices. • An active interest in information, learning and reading • Confidence in self and ability to present oneself positively to others. • Commitment to personal development and the development of others including customers.
<p>10.</p>	<p>Position of Job in Organisation Structure</p>  <pre> graph TD A[Head of Strategy and Operations] --> B[Café Manager] B --> C[Cafe assistant] B --> D[Cafe Supervisor] </pre>